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EX PARTE OR LATE FILED

BELLSOUTH

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EX PARTE OR LATE FILED

February 17, 2000

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

RECEIVED

FEB 17 2000

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Re: Written Ex Parte in CC Docket No. 98-121,
and CC Docket No. 99-295

Dear Ms. Salas:

This is to inform you that BellSouth Corporation has made a written ex parte to Claudia Fox, a senior attorney in the Common Carrier Bureau's Policy and Program Planning Division, with copies of that ex parte going also to William Agee and Jake Jennings. That ex parte consists of copies of three documents: KPMG's amended Exception 9 with BellSouth's response to that exception; BellSouth's amended response to KPMG's Exception 12; and "AT&T's Comments on Georgia Third Party Test Developments." KPMG filed the first two documents with the Georgia Public Service Commission on February 14, 2000, in connection with its execution of the Georgia Third-Party Testing Plan for BellSouth's Operation Support Systems, or OSS. AT&T filed the third document with the Georgia Commission on February 15, 2000.

Pursuant to Section 1.1206(b)(1) of the Commission's rules, we are filing two copies of this notice and that written ex parte presentation in the docket identified above. Please associate this notification with the record in that proceeding.

Sincerely,



Kathleen B. Levitz

Attachment

cc: Claudia Fox (w/o attachment)
William Agee (w/o attachment)
Jake Jennings (w/o attachment)

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evaluation of its benefits would be based upon an evaluation of its associated documentation. Broad scale discrepancies such as those identified in this Exception could lead AT&T and other CLECs to inaccurately evaluate its utility.

VIII.

KPMG Exception Report #7 and BellSouth Response Posted to GA PSC Commission Web Site on January [xx], 2000 ECTA Functionality

BellSouth replies that it implemented a system fix to correct the handling of SL1 trouble reports over the ECTA interface. However, there has not been any notification to the CLECs that this interface production defect has been corrected so that any interim telephonic reporting processes can be terminated.

IX.

KPMG Exception Report #8 and BellSouth Response Posted to GA PSC Commission Web Site on February 2, 2000 Firm Order Confirmations and Facility Status

AT&T has long been aware that BellSouth does not perform a facilities check prior to issuing a FOC. This is a key reason why BellSouth's FOCs for electronic orders should always occur without delay, since the only requirement for issuing an FOC is that the order be found error free by BellSouth's systems. BellSouth's reply does not address the key issues in KPMG's exception. Jeopardy notices issued as a result of PF status should be timely (the example in the Exception was three days after the FOC) and provide an estimated service date. When BellSouth's retail service representatives attempt to contact their customers they have this information in hand. When BellSouth fails to provide this information to the CLECs it is impossible for the CLEC to contact its customer with the new service date. Hence, the CLEC customer is not being treated in the same manner as a BellSouth customer.

X.
KPMG Exception Report #9 and BellSouth Response Posted to GA PSC
Commission Web Site on February 28, 2000
Failure to Deliver FOCs and CNs

In this exception KPMG lists a number of orders upon which BellSouth failed to provide either an electronic Firm Order Confirmation (FOC) or Completion Notice (CN). In its reply, BellSouth lists a number of information items that must exist on an order in its Service Order Control System (SOCS) in order for electronic FOCs and CNs to be generated. BellSouth further reports that it is providing training to its personnel on how to properly handle these orders when they fall out to manual processing from SOCS.

When a CLEC submits an error-free order, BellSouth's systems are responsible for ensuring that the proper information is provided to SOCS to prevent fallout for manual handling. BellSouth's reply ignores this fact. BellSouth must identify and implement system fixes to eliminate these failures, not just provide an interim work around. Further, BellSouth must demonstrate that its flow-through reporting process properly reflects that such orders did not flow through the ordering system due to BellSouth failures when CLEC error-free orders do not receive FOCs or CNs.

XI.
KPMG's Revised Flow-Through Evaluation, Version 2.1, January 3, 2000

The only substantive change to this document appears on the last page and states that CLEC personnel will be interviewed to gain an understanding of their experience with BellSouth's flow through reporting and to provide documentation of attempts to reconcile

actual flow through with BellSouth's reports. AT&T welcomes the opportunity to discuss flow-through issues with KPMG. AT&T would like to point out, however, that BellSouth does not provide individual CLECs with the data necessary to perform a flow-through reconciliation and that CLECs cannot determine when their orders fail to flow through because of BellSouth errors. In AT&T's Comments on KPMG's Revised Third Party Master Test Plan, filed with this Commission on November 5, 1999, AT&T described a number of concerns with the Flow-Through Evaluation at Tab 3, pages 9-10. AT&T hereby incorporates its prior comments herein. KPMG's revision does not address any of these concerns.

WHEREFORE, AT&T requests this Commission to revise the MTP to reflect AT&T's comments herein.

SUZANNE W. OCKLEBERRY
AT&T COMMUNICATIONS OF THE
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Atlanta, GA 30309
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SOUTHERN REGION
LOCAL SERVICES & ACCESS MANAGEMENT - PERFORMANCE MANAGEMENT
ISSUES REGISTER

BELLSOUTH'S PERFORMANCE MEASUREMENTS ANALYSIS PLATFORM

BellSouth was ordered, on May 6, 1998, by the Georgia Public Service Commission to provide Service Quality Measurement Reports and Raw Data Records to the CLECs. BellSouth began posting information on its web site in June, 1998. Since that time, AT&T has taken an active roll in analyzing and critiquing the web site. BellSouth implemented a high capacity storage system in March, 1999 to accommodate its reporting obligation. The new system is the 'Performance Measurement & Analysis Platform (PMAP).

This issues register documents all issues that AT&T has discovered and communicated to BellSouth regarding reports formatting and content, raw data formatting and content, change notices, and documentation on its web site.
The closed issues are at the end of this register.

Refer questions to:

Jim Hill (404) 810-4929

Jimmy Benenati (404) 810-5753

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-----------------------------|--|---|
| C0026 | 01/05/99 | BST Performance Web Site - Downloading Files. Each file must be individually downloaded. BellSouth does not provide a zip file containing all of the "Performance Report" files or the "Raw Data" files. | <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: BellSouth has requested this as a future enhancement. <u>July 21, 1999</u> - File Transfer Protocol (FTP) is forthcoming. BST expects it in the September, 1999 timeframe. <u>January 10, 2000</u> - Requesting status from BellSouth. |
| C0027 | 01/05/99 | BST Performance Web Site - BellSouth Performance Results Not Provided. BellSouth is not providing its performance results for comparison to determine parity. i.e. "Firm Order Confirmation - Non Mechanized" - "Regional Reports" section. Results are provided for the CLEC Aggregate only and do not provide BST's results. | <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: BellSouth currently does not have data that can be captured for Firm Order Confirmation - Non Mechanized. AT&T's Position: An analogous process exists for each sub-process within BellSouth. <u>July 21, 1999</u> - This issue is expected to be closed with a Louisiana Commission decision on Analogs/Benchmarks for UNEs. No updates will be provided until Analogs and Benchmarks are in place for all BellSouth measurements. |
| C0029 | 01/05/99 | BST Performance Web Site - Limited Raw Data. Raw data is limited to ordering, provisioning, and maintenance. BellSouth does not provide raw data for Billing, Operator Services & Directory Assistance, E911, Trunking, or Collocation. | <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: BellSouth is providing all data that is available for these reports. AT&T's Position: BellSouth is not providing all data that is available for these reports. The data collection team does not require sub units or contractors to provide the raw data to pass on to the CLECs. <u>July 21, 1999</u> - New Trunking reports are being implemented on August 15, 1999. Raw Data will be provided with the reports. <u>January 10, 2000</u> - Raw Data is not yet available; Requesting status from BellSouth. |
| C0040 | 02/10/99 Issue Cont. | Percent Troubles Within 30 Days of Provisioning Near 100%. BellSouth's reported performance results beginning October, 1998, depict that nearly 100% of TCG's UNE Designed orders experience a trouble within 30 days of the provisioning due date | <u>February 10, 1999</u> - AT&T/BST Performance Meeting. Reviewed BST's performance using its Web Based Performance Reports for AT&T & TCG. Requested Root Cause Analysis, Pareto Charts for most frequent failure types, Improvement Plan & Improvement Timeline. <u>February 26, 1999</u> - AT&T/BST Performance Meeting. BST is still conducting analysis. <u>March 30, 1999</u> - AT&T/BST Performance Results Meeting. BST claims that calculation for TCG is incorrect. BST presented corrected performance results calculated by the UNE Center. <u>April 14, 1999</u> - Letter to Theresa Harris - BST requesting action plan and |

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| | Issue Cont. | | <p>timeline. The following issues remain:</p> <ul style="list-style-type: none"> • actual volumes flowing through BellSouth's UNE Center are different than volumes reported on BellSouth's Performance Web Site which compromises accuracy and completeness of BellSouth's data • BellSouth's web based calculation for TCG Unbundled Network Element - Design 'Percent Troubles Within 30 Days of Provisioning' is different than that in BellSouth's SQM Plan • performance results for CLEC Aggregate and AT&T appear inconsistent with Gary's report of the calculation methodology error • integrity of all other BellSouth Service Quality Measurement calculations and data collection processes are in question • TCG's 'Unbundled Network Element - Design, Percent Troubles Within 30 Days of Provisioning' performance results calculated by the BellSouth UNE Center are deficient <p><u>April 21, 1999</u> - Email from BST stating that account team changes are in progress and cannot immediately respond to 4/14/99 letter. <u>April 22, 1999</u> - Letter to BST expressing unacceptability of its 4/21/99 response. <u>May 28, 1999</u> - reiterated expectation for a written response to 4/14/99 letter. BST claimed response is forthcoming, pending completion of investigation. <u>June 9, 1999</u> - BellSouth response suggest that 'the UNE center tracks and analyzes performance at the individual circuit level whereas the SQM requirements are to track at the service order level. Since a service order might have more than one circuit, we would expect to see different volumes reported.' <u>June 15, 1999</u> - BST response again is inadequate and a sufficient explanation has not been provided why such as disparity in volumes exist between the UNE Center and the web site. <u>August 31, 1999</u> -</p> <p>Monthly Performance Results meeting: Asked for status on response to June 15, 1999 letter. Theresa Harris</p> |

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| | | | <p>stated that BST would not go back that far to investigate this issue. Stated that open issues still exist which BST has not yet addressed.</p> <p><u>September 28, 1999</u> - Asked for status on response. BellSouth stated that response is forthcoming. <u>October 14, 1999</u> - BST offered no explanation as to why disparities exist between the UNE Center volumes and the the Web Site Volumes, nor did BellSouth offer any plan to validate or certify its data collection and reporting processes.</p> <p>BellSouth's calculations and data source have been in question since February 1998. BellSouth has yet to provide a satisfactory answer to discrepancies that AT&T pointed out in correspondence since its discovery. It is hopeful that this issue will be resolved through the third party audit of BellSouth's PMAP measurement system, 1st quarter, 2000.</p> |
| C0066 | 07/21/99 | <p>The OCI UNE and Non-UNE reports (CLEC and SQM) contain overlapping intervals. The intervals are 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >30. At the BellSouth Performance meeting on 21 July 1999, BellSouth responded that the intervals had always overlapped. Only the June and July reports contain overlapping intervals. The March through May OCI UNE reports do not contain overlapping intervals. The non-overlapping intervals used from March through May are 0-5, 6-10, 11-15, 16-20, 21-25, 26-30, >30. Since the problem was not properly addressed in July, the July reports now contain the same inconsistency. The reports are not meaningful if the data is inconsistent.</p> | <p><u>July 21, 1999</u> - Met with BST - stated that the intervals had always overlapped.</p> <p><u>August 23, 1999</u> - Sent letter to BellSouth stating problems encountered.</p> <p><u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent on 8/23 and stating that a response will be generated.</p> <p><u>September 17, 1999</u> - Letter received from BellSouth. (Paraphrase) <i>It was necessary to change the intervals in July because the months' intervals were incorrect.</i></p> <p><u>September 28, 1999</u> - Met with BST.</p> <p>Brian explained that the headings should be interpreted in the following manner:</p> <ul style="list-style-type: none"> 0-5 days = 0.0-4.99 days 5-10 days = 5.0 to 9.99 days 10-15 days = 10.0 to 14.99 days etc. <p>Jim requested that an explanation be provided in PMAP documentation or in BellSouth's SQM.</p> <p><u>October 28, 1999</u> - Met with BellSouth. Brian said that the change would be documented in the next SQM.</p> |

Issue Cont.

OPEN BELLSOUTH WEB SITE ISSUES

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| | | | AT&T will close this issue when BellSouth's documentation is updated. |
| C0067 | 08/3/99 | <p>Performance Measurement and Analysis Platform (PMAP), Raw Data User Manual, Version 1.2, July 15, 1999 This manual is ineffective at recreating monthly reports for the following reasons.</p> <p>Microsoft Excel's filtering ability was overstated on page 5. The instructions on page 5 state that Excel can be used to filter the data according to the directions in Section III. The directions in Section III instruct the user to filter the data based on up to twenty-six different criteria. Excel can only filter based on a maximum of two categories. Examples of this problem are on page 11, Step 3; page 12, Step 8; page 14, Step 3; page 16, Step 3; page 18, Step 3; page 19, Step 3; page 21, Step 3; and page 23, Step 3.</p> <p>Microsoft Excel's filtering ability was overstated on page 5. The instructions on page 5 state that Excel can be used to filter the data according to the directions in Section III. The instructions ask the user to exclude weekend dates on page 8, Step 2; page 9, Step 2; and page 10, Step 2, but Excel is unable to filter out weekend dates.</p> <p>Microsoft Excel's filtering ability was overstated on page 5. The instructions on page 5 state that Excel can be used to filter the data according to the directions in Section III. On page 11, Step 2 and page 14, Step 2, the instructions ask the user to exclude based on the difference of two fields ($A-B < 0$). Excel cannot filter based on this criterion.</p> <p>On page 6, Step 5 fatal rejects are listed in a separate raw data file that is combined with other raw data files to form the Percent Reject Service Requests – Fully Mechanized report. The fatal rejects are supposed to be removed from this report (effective date?). If it is so easy to separate the rejects and the fatal rejects in the raw data files why are they combined in the Percent Reject Service Requests – Fully Mechanized report?</p> <p>The <i>FOC Timeliness Trunks</i> reports cannot be consistently created because the reports are often unavailable on PMAP. In June the <i>FOC Timeliness Trunks</i> reports were not listed in the index of reports. Both the reports and the raw data files were accessible in May.</p> | <p><u>August 9, 1999</u> - Met with Brian Jones. He acknowledged problem.</p> <p><u>September 13, 1999</u> - Letter received, acknowledged problem. New version to be released late fourth quarter 1999.</p> <p><u>January 10, 2000</u> - Received BellSouth's Version 2, November 15, 1999. Next step – test documentation by recreating BellSouth reports using BellSouth's raw data.</p> <p>New Document under review.</p> |

OPEN BELLSOUTH WEB SITE ISSUES

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| | Issue Cont. | <p>Neither contained any information however, so the PMAP Raw Data User Manual could not be used to recreate the reports. In April these reports were listed and contained information but, no raw data file was available</p> <p>The <i>Reject Interval - Non-Mechanized</i> cannot be recreated because the instructions do not take into account that the interval is in days and not hours.</p> <p>On Step 2 of page 8 and page 9 the user is instructed to exclude records in the <i>s_rq_stat_id</i> field. This field does not exist in the raw data files. The <i>S_RQ_STAT</i> field and the <i>S_RQ_STAT_TYPE_ID</i> field are the two fields that come closest to matching this field.</p> <p>On page 11, Step 2 and page 14, Step 2 and Step 5 the user is instructed to exclude records in the <i>cmpltn_date</i> field. This field does not exist in the raw data files. The <i>CMPLTN_DT</i> field is the only field that comes close to matching this field.</p> <p>On Step 3 of page 11 and page 14 the user is instructed to exclude records in the <i>so_type</i> field. This field does not exist in the raw data files. The <i>SO_TYPE_CD</i> field, the <i>SO_TYPE_ID</i> field, and the <i>SO_TYPE_DESC</i> are the three fields that come closest to matching this field.</p> <p>On Step 3 of page 11 and page 14 the user is instructed to exclude records in the <i>so_status_time</i> field. This field does not exist in the raw data files. The <i>SO_STATUS_TIMESTAMP</i> field is the only field that comes close to matching this field.</p> <p>On page 11, Step 3 the user is instructed to manipulate the field <i>cmitt_date</i>. This field is not listed in the glossary in the back of the user guide.</p> <p>The instructions for Percent Missed Installation Appointments do not contain any information on how to differentiate the raw data into the report containing less than ten circuits and the report containing ten or more circuits.</p> <p>Step 8 on page 12 instructs the user to filter the data where <i>cmitt_date</i> < <i>cmpltn_date</i>. Another part of Step 8 instructs the user to filter the data where <i>cmpltn_date</i> > <i>issu_date</i>. A majority of these date fields are equal to one another. Is it possible that the data should be filtered with < and > to include these dates?</p> <p>Step 9 on page 15 requires the user to divide the number in Step 9 by the number in Step 8. It is impossible to determine the value for Step 9 if a value is already needed for Step 9</p> | |

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| | | <p>to determine the value of Step 9 (A=A/B).</p> <p>On page 11, Step 2; page 14, Step 2; and page 16, Step 3, the user is instructed to exclude records that are null. It is unclear whether the record should be excluded if the field is blank or if the field contains a value of null.</p> <p>Step 9 on page 12, the instructions give no information about filtering according to <i>prod_desc</i>, which is necessary to recreate the report.</p> <p>On Step 8 of page 16 the user is asked to count the number of records that have a value in the <i>ticket_id</i> field. The <i>ticket_id</i> field does not exist for the Held Orders raw data file.</p> <p>On Step 2 of page 19 and page 21 the user is instructed to exclude records in the <i>report_type_id</i> field. This field does not exist in the raw data files. The <i>RPRT_TYPE_CD</i> field, the <i>RPRT_TYPE_ID</i> field, and the <i>RPRT_TYPE_DESC</i> are the three fields that come closest to matching the field in question.</p> <p>On Step 4 of page 22 a sentence reads: <i>To determine if the appointment was missed filter on the miss_apl_flag</i>. The sentence might be clearer if a comma is added after the word 'missed.'</p> <p>The following reports were unable to be fully recreated using the raw data due to the problems listed above:</p> <ul style="list-style-type: none"> • FOC Timeliness – Non-Trunks • FOC Timeliness Trunks • Percent Missed Installation Appointments • Order Completion Interval (OCI) • Held Order Interval • Customer Trouble Report Rate • Out of Service > 24 Hours | |
| C0068 | 08/23/99 | <p>Issue Cont.</p> <p>BellSouth frequently makes changes to the reports in PMAP during the reporting period. No notification or explanation was given for the following file changes. Unannounced changes diminish the effectiveness of PMAP. BellSouth cannot guarantee the user updated data. The following files originally contained information at the beginning of the reporting period (15 July 1999), but did not at the end of the reporting period (13 August 1999).</p> <ul style="list-style-type: none"> • OCI Non-UNE Design – Non-Dspch CLEC • OCI Non-UNE Design – Non-Dspch CLEC Reg • OCI POTS Dispatch CLEC | <p><u>August 23, 1999</u> - Sent letter to BellSouth stating problems encountered.</p> <p><u>August 31, 1999</u> - Met with BellSouth. Discussed that BellSouth makes changes to the reports during the reporting period and fails to notify the user of these changes.</p> <p><u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent on 8/23 and stating that a</p> |

OPEN BELL SOUTH WEB SITE ISSUES

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| | Issue Cont. | <ul style="list-style-type: none"> • OCI POTS Dispatch CLEC (Region) • OCI POTS Non-Dispatch CLEC • OCI POTS Non-Dispatch CLEC (Region) • OCI UNE Design - Dispatch CLEC • OCI UNE Design - Dispatch CLEC (Region) • OCI UNE Design - Non-Dispatch CLEC • OCI UNE Design - Non-Dispatch CLEC (Region) • OCI Non-UNE Design - Dispatch SQM • OCI Non-UNE Design - Dispatch SQM (Reg) • OCI Non-UNE Design - Non-Dispch SQM • OCI Non-UNE Design - Non-Dispch SQM (Reg) • OCI POTS Dispatch SQM • OCI POTS Dispatch SQM (Region) • OCI POTS Non-Dispatch SQM • OCI POTS Non-Dispatch SQM (Region) • OCI UNE Design - Dispatch SQM • OCI UNE Design - Dispatch SQM (Region) • OCI UNE Design - Non-Dispatch SQM • OCI UNE Design - Non-Dispatch SQM (Region) <p>The following files were added to the PMAP site after the beginning of the June reporting period.</p> <p>CLEC 5. Trunk Group Performance</p> <ul style="list-style-type: none"> • Trunk Group Service Detail CLEC, 5/99 • Trunk Group Service Detail CLEC, 6/99 • Trunk Group Service Report CLEC, 5/99 • Trunk Group Service Report CLEC, 6/99 <p>SQM 8. Trunk Group Performance</p> <ul style="list-style-type: none"> • Trunk Group Srvc Dtl SQM (CTTG), 5/99 • Trunk Group Srvc Dtl SQM (CTTG), 6/99 • Trunk Group Srvc Dtl SQM (Local), 5/99 • Trunk Group Srvc Dtl SQM (Local), 6/99 • Trunk Group Srvc Report SQM, 5/99 <p>The following files were added to the Miscellaneous Aggregate Reports section on 16 July 1999.</p> <ul style="list-style-type: none"> • heldord_msa_trks_ACG_06301999.txt | <p>response will be generated.</p> <p><u>September 17, 1999</u> - Letter received from BellSouth. (Paraphrase) There is no record of a problem with the OCI report, BellSouth asks users to call help desk when a problem is encountered. The Trunk Group Performance reports for May and June were posted in July because BellSouth was informed that they were unavailable in May and June. The Miscellaneous reports that were added late were done so because they were on a different database than the PMAP database. Attempts are being made to move the reports to PMAP and to improve the delivery schedule until then. The Miscellaneous reports that were deleted were not deleted but moved to PMAP without notification after the beginning of the report period. BellSouth will try to notify users prior to making changes.</p> <p><u>September 28, 1999</u> - Met with BellSouth. Follow up discussion to 8/31 meeting and 8/23 letter. Files are added and deleted from PMAP on a daily basis. AT&T is not sure which day contains the official reports and requested a date for stabilization of the web. BellSouth said the web site typically stabilizes after a few days. The reports and the raw data on the web are validated in the initial days of the reporting period if discrepancies are detected, the files are removed from the web site, reconciled, and replaced. BellSouth will try to improve the process so data posted on the 15th of the month will be complete and accurate. AT&T would like BellSouth to share its timeline for improvement.</p> <p><u>October, 1999</u> - CLEC Notification of Changes BST's 3 methods for notification of changes:</p> <ul style="list-style-type: none"> • Notes Page on the Web Site that provides a list of changes that have been made • Pop Up Window on the Web Site that provides notification to the CLEC of a change to a file • E-mail notifying a specific CLEC that a previously downloaded file has been changed and a request to download the corrected file <p>Brian suggested that Jimmy Benenati submit for a</p> |

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| | Issue Cont. | <ul style="list-style-type: none"> • heldord_msa_trks_BST_06301999.txt • istocomTR_MSA_ACG_LA_061999.txt • istocomTR_MSA_BST_LA_061999.txt • provtrk_MSA_ACG_LA_061999.txt • provtrk_MSA_BST_LA_061999.txt • acni_ACG_MSAR_061999.txt <p>The following files were added to the ATTLOCAL Miscellaneous Reports section after the beginning of the June reporting period.</p> <p>AT&T LOCAL</p> <ul style="list-style-type: none"> • 0288_Prov_Trouble_w_in_30_Days_RESALE_Design.html • 0288_Prov_Trouble_w_in_30_Days_UNE_Design.html • lnp_0288_061999.html • Resalerpt_0288_061999.html • UNELoop_0288_061999.html <p>TELEPORT COMMUNICATIONS GROUP</p> <ul style="list-style-type: none"> • 7125_Prov_Trouble_w_in_30_Days_RESALE_Design.html • 7125_Prov_Trouble_w_in_30_Days_UNE_Design.html • lnp_7125_061999.html • Resalerpt_7125_061999.html • UNELoop_7125_061999.html <p>AT&T LOCAL</p> <ul style="list-style-type: none"> • 7421_Prov_Trouble_w_in_30_Days_RESALE_Design.html • 7421_Prov_Trouble_w_in_30_Days_UNE_Design.html • ATTLOCAL_contract_BST_avg_ans_061999.xls • ATTLOCAL_contract_BST_retail_agg_061999.xls • ATTLOCAL_contract_BST_trunk_agg_061999.xls • ATTLOCAL_contract_CLEC_LNP_agg_061999.xls • ATTLOCAL_contract_CLEC_resale_agg_061999.xls • ATTLOCAL_contract_CLEC_trunk_agg_061999.xls • ATTLOCAL_contract_CLEC_UNE_loop_061999.xls • ICXTrunking_ATX_061999.html • lnp_7421_061999.html • Resalerpt_7421_061999.html • UNELoop_7421_061999.html <p>TCG MIDSOUTH</p> <ul style="list-style-type: none"> • 8271_Prov_Trouble_w_in_30_Days_RESALE_Design.html | <p>PMap ID and Password so that he would obtain E-mail notifications. Brian also suggested that having a 'Change Notice' process would be beneficial because, BellSouth would post upcoming changes on the web site and CLECs could provide feedback regarding the changes.</p> <p><u>February 1, 2000</u> - No changes observed in November and December data. Hold open for observation of January, February, and March 2000 data.</p> |

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| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|--|--------|
| | Issue Cont. | <ul style="list-style-type: none"> • 8271_Prov_Trouble_w_in_30_Days_UNE_Design.html • lnp_8271_061999.html • Resalerpt_8271_061999.html • UNELoop_8271_061999.html <p>TELEPORT COMMUNICATIONS ATLANTA</p> <ul style="list-style-type: none"> • 8392_Prov_Trouble_w_in_30_Days_RESALE_Design.html • 8392_Prov_Trouble_w_in_30_Days_UNE_Design.html • lnp_8392_061999.html • Resalerpt_8392_061999.html • UNELoop_8392_061999.html <p>TCG AMERICA</p> <ul style="list-style-type: none"> • 7658_Prov_Trouble_w_in_30_Days_RESALE_Design.html • 7658_Prov_Trouble_w_in_30_Days_UNE_Design.html • lnp_7658_061999.html • Resalerpt_7658_061999.html • TELPTCOM_contract_BST_avg_ans_061999.xls • TELPTCOM_contract_BST_retail_agg_061999.xls • TELPTCOM_contract_BST_trunk_agg_061999.xls • TELPTCOM_contract_CLEC_LNP_agg_061999.xls • TELPTCOM_contract_CLEC_resale_agg_061999.xls • TELPTCOM_contract_CLEC_trunk_agg_061999.xls • TELPTCOM_contract_CLEC_UNE_loop_061999.xls • UNELoop_7658_061999.html <p>AT&T COMMUNICATIONS</p> <ul style="list-style-type: none"> • ATX_Trunk_Group_Performance.xls <p>TCG (TELEPORT COMM. GROUP)</p> <ul style="list-style-type: none"> • ICXTrunking_TPM_061999.html • TPM_Trunk_Group_Performance.xls <p>The file <i>ACG_Trunk_Group_Performance.xls</i> was added to the Miscellaneous Aggregate Reports section after the beginning of the June reporting period.</p> <p>The following files were deleted from the Miscellaneous Aggregate Reports section before the end of the June reporting period.</p> <ul style="list-style-type: none"> • PERCENT_PROVISIONING_ORDER_ACCURACY_061999.xls • Heldord_msa_trks_AGG_06301999.txt • Heldord_msa_trks_BST_06301999.txt | |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|-------------------|----------------|---|--------|
| | Issue Cont. | <ul style="list-style-type: none"> • IstocomTR_MSA_AGG_LA_06301999.txt • IstocomTR_MSA_BST_LA_06301999.txt • Provtrk_MSA_AGG_LA_061999.txt • Provtrk_MSA_BST_LA_061999.txt • acni_AGG_MSAR_061999.txt <p>A number of files were deleted from the miscellaneous reports section and replaced with reports on the PMAP website. Changes to the data should occur after they have been posted at the beginning of the reporting period. The following files were added to PMAP by 18 July 1999.</p> <ul style="list-style-type: none"> • Avg Completion Notice Intvl CLEC • Avg Completion Notice Intvl CLEC (Reg) • Avg Completion Notice Interval CLEC MSA • Avg Completion Notice Intvl SQM • Avg Completion Notice Intvl CLEC (Reg) <p>The following files were deleted from the Miscellaneous Aggregate Reports section by 18 July 1999.</p> <p>AT&T LOCAL</p> <ul style="list-style-type: none"> • 0288_Avg_Completion_Notice.txt <p>TELEPORT COMMUNICATIONS GROUP</p> <ul style="list-style-type: none"> • 7125_Avg_Completion_Notice.txt <p>AT&T LOCAL</p> <ul style="list-style-type: none"> • 7421_Avg_Completion_Notice.txt <p>TCG MIDSOUTH</p> <ul style="list-style-type: none"> • 8271_Avg_Completion_Notice.txt <p>TELEPORT COMMUNICATIONS ATLANTA</p> <ul style="list-style-type: none"> • 8392_Avg_Completion_Notice.txt <p>TCG AMERICA</p> <ul style="list-style-type: none"> • 7658_Avg_Completion_Notice.txt <p>Miscellaneous Aggregate Reports</p> <ul style="list-style-type: none"> • acni_ACG_071999.txt <p>The following files were added to the PMAP site after the beginning of the July reporting period (between August 16 and August 18).</p> <ul style="list-style-type: none"> • Avg Completion Notice Intvl CLEC • Avg Completion Notice Intvl CLEC (Reg) • Avg Completion Notice Intvl CLEC MSA | |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|-------------------|----------------|--|--------|
| | Issue Cont. | <ul style="list-style-type: none"> • Avg Completion Notice Intvl SQM • Avg Completion Notice Intvl SQM (Reg) • Avg Completion Notice Intvl MSA <p>The following files were deleted from the PMAP site after the beginning of the August reporting period (between 0717 and 1421 on September 15).</p> <ul style="list-style-type: none"> • % Missed Installation Appmts Trunks CLEC • % Missed Installation Appmts Trk CLEC MSA • % Missed Installation Appmts Trunks SQM • % Missed Installation Appmts Trk MSA • E911 Mean Intvl SQM (BST & CLEC Resale) • E911 Tmlns & Accrcy SQM(BST&CLEC Resale) <p>The following files were deleted from the PMAP site after the beginning of the August reporting period (between 1421 and 1520 on September 15).</p> <ul style="list-style-type: none"> • % Prov. Trouble w/i 30 Days CLEC • % Prov. Trouble w/i 30 Days CLEC (Reg) • % Prov. Trouble w/i 30 Days Trunks CLEC • % Prov. Trouble w/i 30 Days POTS CLEC • % Prov. Trouble w/i 30 Days POTS CLEC Reg • OCI Local Interconnect Trunks Total CLEC • OCI Local Interconnection Trunks CLEC • OCI Non-UNE Design - Dispatch CLEC • OCI Non-UNE Design - Dispatch CLEC (Reg) • OCI Non-UNE Design - Non-Dspch CLEC • OCI Non-UNE Design - Non-Dspch CLEC Reg • OCI POTS Dispatch CLEC • OCI POTS Dispatch CLEC (Region) • OCI POTS Non-Dispatch CLEC • OCI POTS Non-Dispatch CLEC (Region) • OCI UNE Dispatch CLEC • OCI UNE Dispatch CLEC (Region) • OCI UNE Non-Dispatch CLEC • OCI UNE Non-Dispatch CLEC (Region) • % Prov. Trouble w/i 30 Days CLEC MSA • % Prov. Trouble w/i 30 Days Trk CLEC MSA • OCI Local Interconnection Trk CLEC MSA | |

OPEN BELL SOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
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|--|-------------|---|--|
| | Issue Cont. | <ul style="list-style-type: none"> • OCI Non-UNE Design - Dispatch CLEC MSA • OCI Non-UNE Design - Non-Dispatch CLEC MSA • OCI POTS Dispatch CLEC MSA • OCI POTS Non-Dispatch CLEC MSA • OCI UNE Dispatch CLEC MSA • OCI UNE Non-Dispatch CLEC MSA • % Prov. Trouble w/i 30 Days POTS SQM • % Prov. Trouble w/i 30 Days POTS SQM Reg • % Prov. Trouble w/i 30 Days SQM • % Prov. Trouble w/i 30 Days SQM (Region) • % Prov. Trouble w/i 30 Days Trunk SQM • OCI Local Interconnection Trunks SQM • OCI Non-UNE Design - Dispatch SQM • OCI Non-UNE Design - Dispatch SQM (Reg) • OCI Non-UNE Design - Non-Dispatch SQM • OCI Non-UNE Design - Non-Dispatch SQM Reg • OCI POTS Dispatch SQM • OCI POTS Dispatch SQM (Region) • OCI POTS Non-Dispatch SQM • OCI POTS Non-Dispatch SQM (Region) • OCI UNE Dispatch SQM • OCI UNE Dispatch SQM (Region) • OCI UNE Non-Dispatch SQM • OCI UNE Non-Dispatch SQM (Region) • % Prov. Trouble w/i 30 Days MSA • % Prov. Trouble w/i 30 Days Trk MSA • OCI Local Interconnection Trks MSA • OCI Non-UNE Design - Dispatch MSA • OCI Non-UNE Design - Non-Dispatch MSA • OCI POTS Dispatch MSA • OCI POTS Non-Dispatch MSA • OCI UNE Dispatch MSA • OCI UNE Non-Dispatch MSA • Cumulative Collocation MSA <p>The following files were added from the PMAP site after the beginning of the August reporting period (between 1421 and 1520 on September 15).</p> | |
|--|-------------|---|--|

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|-------------------|----------------|---|--------|
| | Issue Cont. | <ul style="list-style-type: none"> • % Missed Installation Appmts Trunks CLEC • % Missed Installation Appmts Trk CLEC MSA • % Missed Installation Appmts Trunks SQM • % Missed Installation Appmts Trk MSA <p>The following files were added from the PMAP site after the beginning of the August reporting period (between 1520 on September 15 and 0756 on September 16).</p> <ul style="list-style-type: none"> • % Prov. Trouble w/i 30 Days CLEC • % Prov. Trouble w/i 30 Days CLEC (Reg) • % Prov. Trouble w/i 30 Days Trunks CLEC • % Prov. Trouble w/i 30 Days POTS CLEC • % Prov. Trouble w/i 30 Days POTS CLEC Reg • OCI Local Interconnect Trunks Total CLEC • OCI Local Interconnection Trunks CLEC • OCI Non-UNE Design - Dispatch CLEC • OCI Non-UNE Design - Dispatch CLEC (Reg) • OCI Non-UNE Design - Non-Dspch CLEC • OCI Non-UNE Design - Non-Dspch CLEC Reg • OCI POTS Dispatch CLEC • OCI POTS Dispatch CLEC (Region) • OCI POTS Non-Dispatch CLEC • OCI POTS Non-Dispatch CLEC (Region) • OCI UNE Dispatch CLEC • OCI UNE Dispatch CLEC (Region) • OCI UNE Non-Dispatch CLEC • OCI UNE Non-Dispatch CLEC (Region) • % Prov. Trouble w/i 30 Days CLEC MSA • % Prov. Trouble w/i 30 Days Trk CLEC MSA • OCI Local Interconnection Trk CLEC MSA • OCI Non-UNE Design - Dispatch CLEC MSA • OCI Non-UNE Design - Non-Dspch CLEC MSA • OCI POTS Dispatch CLEC MSA • OCI POTS Non-Dispatch CLEC MSA • OCI UNE Dispatch CLEC MSA • OCI UNE Non-Dispatch CLEC MSA • % Prov. Trouble w/i 30 Days POTS SQM | |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|--------|
| | Issue Cont. | <ul style="list-style-type: none"> • % Prov. Trouble w/i 30 Days POTS SQM Reg • % Prov. Trouble w/i 30 Days SQM • % Prov. Trouble w/i 30 Days SQM (Region) • % Prov. Trouble w/i 30 Days Trunk SQM • OCI Local Interconnection Trunks SQM • OCI Non-UNE Design - Dispatch SQM • OCI Non-UNE Design - Dispatch SQM (Reg) • OCI Non-UNE Design - Non-Dispch SQM • OCI Non-UNE Design - Non-Dispch SQM Reg • OCI POTS Dispatch SQM • OCI POTS Dispatch SQM (Region) • OCI POTS Non-Dispatch SQM • OCI POTS Non-Dispatch SQM (Region) • OCI UNE Dispatch SQM • OCI UNE Dispatch SQM (Region) • OCI UNE Non-Dispatch SQM • OCI UNE Non-Dispatch SQM (Region) • % Prov. Trouble w/i 30 Days MSA • % Prov. Trouble w/i 30 Days Trk MSA • OCI Local Interconnection Trks MSA • OCI Non-UNE Design - Dispatch MSA • OCI Non-UNE Design - Non-Dispch MSA • OCI POTS Dispatch MSA • OCI POTS Non-Dispatch MSA • OCI UNE Dispatch MSA • OCI UNE Non-Dispatch MSA <p>The following files were deleted from the PMAP site after the beginning of the August reporting period (between 0756 on September 16 and 0848 on September 17).</p> <p>CLEC 4. Billing</p> <ul style="list-style-type: none"> • Invoice Accuracy CLEC (Region) • Mean Time to Deliver Invoices CLEC (Reg) • Usage Data Delivery Accuracy CLEC • Usage Timeliness & Completeness CLEC <p>SQM 5. Billing</p> <ul style="list-style-type: none"> • Invoice Accuracy SQM (Region) • Mean Time to Deliver Invoices SQM (Reg) | |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|--|--------|
| | Issue Cont. | <ul style="list-style-type: none"> • Usage Data Delivery Accuracy SQM • Usage Timeliness & Completeness SQM <p>The file <i>Flowthrough.XLS</i> was added to the Miscellaneous Aggregate Reports section after the beginning of the August reporting period, between 1416 on September 15 and 0812 on September 22.</p> <p>The following files were added from the PMAP site after the beginning of the September reporting period (between 0826 on October 18 and 0832 on October 25).</p> <ul style="list-style-type: none"> • Held Order Intvl & Mean CLEC MSA • Held Order Intvl & Mean CLEC Trunks MSA <p>The following files were added to the ATTLOCAL Miscellaneous Reports section after the beginning of the September reporting period, between 0833 on October 18 and 0857 on October 26.</p> <p>AT&T LOCAL</p> <ul style="list-style-type: none"> • ATTLOCAL_contract_BST_avg_ans_091999.xls • ATTLOCAL_contract_BST_retail_agg_091999.xls • ATTLOCAL_contract_BST_trunk_agg_091999.xls • ATTLOCAL_contract_CLEC_LNP_agg_091999.xls • ATTLOCAL_contract_CLEC_resale_agg_091999.xls • ATTLOCAL_contract_CLEC_trunk_agg_091999.xls • ATTLOCAL_contract_CLEC_UNE_loop_091999.xls • ICXTrunking_ATX_091999.html • Lnp_7421_091999.html • Resalerpt_7421_091999.html • UNELoop_7421_091999.html <p>TCG AMERICA</p> <ul style="list-style-type: none"> • ICXTrunking_TPM_091999.html • Lnp_7125_091999.html • Lnp_7658_091999.html • Lnp_8271_091999.html • Lnp_8392_091999.html • Resalerpt_7125_091999.html • Resalerpt_7658_091999.html • Resalerpt_8271_091999.html | |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|--|--------|
| | Issue Cont. | <ul style="list-style-type: none"> • Resalerpt_8392_091999.html • TELPTCOM_contract_BST_avg_ana_091999.xls • TELPTCOM_contract_BST_retail_agg_091999.xls • TELPTCOM_contract_BST_trunk_agg_091999.xls • TELPTCOM_contract_CLEC_LNP_agg_091999.xls • TELPTCOM_contract_CLEC_resale_agg_091999.xls • TELPTCOM_contract_CLEC_trunk_agg_091999.xls • TELPTCOM_contract_CLEC_UNE_loop_091999.xls • UNELoop_7125_091999.html • UNELoop_7658_091999.html • UNELoop_8271_091999.html • UNELoop_8392_091999.html <p>AT&T COMMUNICATIONS</p> <ul style="list-style-type: none"> • ATX_Trunk_Group_Performance.xls <p>TCG (TELEPORT COMM. GROUP)</p> <ul style="list-style-type: none"> • TPM_Trunk_Group_Performance.xls <p>The file <i>AGG_Trunk_Group_Performance.xls</i> was added to the Miscellaneous Aggregate Reports section after the beginning of the September reporting period, between 0858 on October 26 and 0835 on October 18.</p> <p>The following files were added from the PMAP site after the beginning of the October reporting period (between 0931 on November 15 and 1127 on November 16).</p> <ul style="list-style-type: none"> • Speed of Answer in Ordering Center SQM • OSS Interface Availability SQM (M&R) <p>SQM 6. Operator Services</p> <ul style="list-style-type: none"> • Speed to Answer Performance OS/DA SQM • Speed to Answer Performance OS/Toll SQM <p>The following files were added from the PMAP site after the beginning of the October reporting period (between 1127 on November 16 and 1011 on November 22).</p> <ul style="list-style-type: none"> • %Prov. Trouble w/i 30 Days CLEC • %Prov. Trouble w/i 30 Days CLEC (Reg) • %Prov. Trouble w/i 30 Days Trunks CLEC • %Prov. Trouble w/i 30 Days POTS CLEC • %Prov. Trouble w/i 30 Days POTS CLEC Reg • %Prov. Trouble w/i 30 Days CLEC MSA • %Prov. Trouble w/i 30 Days Trk CLEC MSA | |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|--------|
| | Issue Cont. | <p>SQM 1. Pre-Ordering</p> <ul style="list-style-type: none"> • OSS Interface Availability SQM • %Prov. Trouble w/i 30 Days POTS SQM • %Prov. Trouble w/i 30 Days POTS SQM Reg • %Prov. Trouble w/i 30 Days Trunks SQM • %Prov. Trouble w/i 30 Days SQM (Region) • %Prov. Trouble w/i 30 Days Trunk SQM • %Prov. Trouble w/i 30 Days MSA • %Prov. Trouble w/i 30 Days Trk MSA <p>When the help menu was accessed it stated that the Percent Provisioning reports were not available but gave no specifics as to the reason or when the reports would be ready.</p> <p>The following files were added to the ATTLOCAL Miscellaneous Reports section after the beginning of the October reporting period, between 1016 on November 15 and 1235 on November 22.</p> <p>AT&T LOCAL</p> <ul style="list-style-type: none"> • ATTLOCAL_contract_BST_avg_ans_101999.xls • ATTLOCAL_contract_BST_retail_agg_101999.xls • ATTLOCAL_contract_BST_trunk_agg_101999.xls • ATTLOCAL_contract_CLEC_LNP_agg_101999.xls • ATTLOCAL_contract_CLEC_resale_agg_101999.xls • ATTLOCAL_contract_CLEC_trunk_agg_101999.xls • ATTLOCAL_contract_CLEC_UNE_loop_101999.xls • ICXTrunking_ATX_101999.html • lnp_7421_101999.html • Resalerpt_7421_101999.html • UNELoop_7421_101999.html <p>TCG AMERICA</p> <ul style="list-style-type: none"> • ICXTrunking_TPM_101999.html • lnp_7125_101999.html • lnp_7658_101999.html • lnp_8271_101999.html • lnp_8392_101999.html • Resalerpt_7125_101999.html • Resalerpt_7658_101999.html • Resalerpt_8271_101999.html • Resalerpt_8392_101999.html | |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|---|
| | Issue Cont. | <ul style="list-style-type: none"> • TELPTCOM_contract_BST_avg_ans_101999.xls • TELPTCOM_contract_BST_retail_agg_101999.xls • TELPTCOM_contract_CLEC_trunk_agg_101999.xls • TELPTCOM_contract_BST_trunk_agg_101999.xls • TELPTCOM_contract_CLEC_LNP_agg_101999.xls • TELPTCOM_contract_CLEC_resale_agg_101999.xls • TELPTCOM_contract_CLEC_UNE_loop_101999.xls • UNELoop_7125_101999.html • UNELoop_7658_101999.html • UNELoop_8271_101999.html • UNELoop_8392_101999.html <p>AT&T COMMUNICATIONS</p> <ul style="list-style-type: none"> • ATX_Coordinated_Customer_Conversions.xls <p>The following files were added to the Miscellaneous Aggregate Reports section after the beginning of the October reporting period, between 1016 on November 15 and 1235 on November 22.</p> <ul style="list-style-type: none"> • Flowthrough_101999.xls • OSS_Response_Time Interval_101999.xls <p>The ATTLOCAL Miscellaneous Reports section contained no reports and the Aggregate Reports section contained two reports at the beginning of the January reporting period (February 15, 2000). More reports were expected from both sections. If these sections are updated, the updates will be posted in the issues register.</p> | |
| C0069 | 08/23/99 | The June %Reject Svc Request Non-Mech CLEC Reg file contains inconsistent data. The 7421 Business section contains two rejects but only one LSR. | <p><u>August 23, 1999</u> - Sent letter to BellSouth stating problems encountered.</p> <p><u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent on 8/23 and stating that a response will be generated.</p> <p><u>September 17, 1999</u> - Letter received from BellSouth, no mention of the issue.</p> <p>It is hopeful that this issue will be resolved through the third party audit of BellSouth's PMAP measurement system, 1st quarter, 2000.</p> |
| C0070 | 08/23/99 | The May and June Held Order Intvl & Mean CLEC (Region) reports have the UNE Loop with NP section broken into Facilities and Other sub-categories. The corresponding Held Order Intvl & Mean SQM (Region) report does not contain any UNE Loop with NP sub-categories. What is the purpose of the sub-categories in the CLEC reports if they are not | <p><u>August 23, 1999</u> - Sent letter to BellSouth stating problems encountered.</p> <p><u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent and stating that a response</p> |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|--|
| | Issue Cont. | in SQM reports? | will be generated. <u>September 17, 1999</u> - Letter received from BellSouth, sub-categories provide detailed data explaining why orders are held; for proprietary reasons aggregate reports cannot display sub-categories. <u>September 28, 1999</u> - Met with BST. AT&T would like to understand BellSouth's definition of the sub-categories. Requested that the sub-categories (Facilities, Equipment, and Other) be defined in the BellSouth SQM Plan. BellSouth implemented this change without prior notification to the CLECs. |
| C0071 | 08/23/99 | In the <i>July Held Order Intvl & Mean CLEC (Region)</i> report, all categories were split into <i>Equipment, Facilities</i> and, <i>Other</i> sub-categories. The <i>July Held Order Intvl & Mean SQM (Region)</i> report does not contain any sub-categories. What is the reasoning for the sudden emergence of so many new sub-categories? | <u>August 23, 1999</u> - Sent letter to BellSouth stating problems encountered. <u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent and stating that a response will be generated. <u>September 17, 1999</u> - Letter received from BellSouth, sub-categories provide detailed data explaining why orders are held; for proprietary reasons aggregate reports cannot display sub-categories. <u>September 28, 1999</u> - Met with BST. AT&T would like to understand BellSouth's definition of the sub-categories. Requested that the sub-categories (Facilities, Equipment, and Other) be defined in the BellSouth SQM Plan. BellSouth implemented this change without prior notification to the CLECs. |
| C0073 | 08/23/99 | Both the % <i>Prov. Trouble w/ 30 Days CLEC</i> and % <i>Prov. Trouble w/ 30 Days CLEC (Reg)</i> reports only have the data broken into <i>ATTLOCAL</i> and <i>TELPTCOM</i> categories. All other CLEC reports contain specific OCNs. | <u>August 23, 1999</u> - Sent letter to BellSouth stating problems encountered. <u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent on 8/23 and stating that a response will be generated. <u>September 17, 1999</u> - Letter received from BellSouth - BST claimed there was an error in the report format for the region report, but the state report's format was not affected. <u>November 29, 1999</u> - BST stated that the change occurred once the file was moved from the Miscellaneous section to the main PMAP section. |
| C0074 | 08/23/99 | The <i>Avg Completion Notice Intvl CLEC</i> and <i>Avg Completion Notice Intvl CLEC (Reg)</i> | <u>August 23, 1999</u> - Sent letter to BellSouth stating |

OPEN BELL SOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|--|--|
| | | files contain only 7421 Residence data. More than one service category of data was expected for these reports. | problems encountered. <u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent on 8/23 and stating that a response will be generated. <u>September 17, 1999</u> - Letter received from BellSouth. BST only received 7421 Residence data. <u>September 28, 1999</u> - Met with BST. BST repeated answer given in 9/17 letter. AT&T asked BST to investigate issue beyond the realm of PMAP. <u>October 28, 1999</u> - Met with BST. AT&T told BST that it has received completion notices from BST but the reports show no activity. |
| C0075 | 08/23/99 | <p>The following July files contained no information. BellSouth claimed files that contained no information would not be generated. Only a message indicating a file holds no information should be generated for these reports.</p> <ul style="list-style-type: none"> • OCI Non-UNE Design - Dispatch CLEC • OCI Non-UNE Design - Dispatch CLEC (Reg) • OCI Non-UNE Design - Non-Dispatch CLEC • OCI Non-UNE Design - Non-Dispatch CLEC Reg • OCI POTS Dispatch CLEC • OCI POTS Dispatch CLEC (Region) • % Missed Installation Appts CLEC MSA • % Missed Installation Appts Trk CLEC MSA • % Prov. Trouble w/i 30 Days CLEC MSA • % Prov. Trouble w/i 30 Days Trk CLEC MSA • Jeopardy Intvl & % Jeopardy CLEC MSA • OCI Local Interconnection Trk CLEC MSA • OCI Non-UNE Design - Dispatch CLEC MSA • OCI Non-UNE Design - Non-Dispatch CLEC MSA • OCI POTS Dispatch CLEC MSA • OCI POTS Non-Dispatch CLEC MSA • OCI UNE Dispatch CLEC MSA • OCI UNE Non-Dispatch CLEC MSA • % Repeat Trbls w/in 30 days CLEC MSA • Customer Trbl Report Rate CLEC MSA • Maintenance Trbl Report Rate CLEC MSA • Missed Repair Appointments CLEC MSA | <p><u>August 23, 1999</u> - Sent letter to BellSouth stating problems encountered.</p> <p><u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent on 8/23 and stating that a response will be generated.</p> <p><u>September 17, 1999</u> - Letter received from BellSouth. BST now generates blank files as an enhancement to PMAP. This change was unannounced.</p> <p><u>September 28, 1999</u> - Met with BST. AT&T asked BST to return PMAP to its non-enhanced version, were only a message would be generated when a report contains no information.</p> <p><u>November 29, 1999</u> - Met with BST. Discussed possibility of reinstating message instead of generating blank files.</p> |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|-------------------|----------------|--|--------|
| | Issue Cont. | <ul style="list-style-type: none"> • Out of Service > 24 Hrs CLEC MSA <p>The following August files contained no information.</p> <ul style="list-style-type: none"> • OCI Non-UNE Design – Non-Dispch CLEC • OCI Non-UNE Design – Non-Dispch CLEC Reg • OCI POTS Dispatch CLEC • OCI POTS Dispatch CLEC (Region) • % Missed Installation Appts CLEC MSA • % Missed Installation Appts Trk CLEC MSA • % Prov. Trouble w/i 30 Days CLEC MSA • % Prov. Trouble w/i 30 Days Trk CLEC MSA • Avg. Completion Notice Interval CLEC MSA • Held Order Intvl & Mean CLEC MSA • Jeopardy Intvl & % Jeopardy CLEC MSA • OCI Local Interconnection Trk CLEC MSA • OCI Non-UNE Design – Dispatch CLEC MSA • OCI Non-UNE Design – Non-Dispch CLEC MSA • OCI POTS Dispatch CLEC MSA • OCI POTS Non-Dispatch CLEC MSA • OCI UNE Dispatch CLEC MSA • OCI UNE Non-Dispatch CLEC MSA • % Repeat Trbls w/in 30 days CLEC MSA • Customer Trbl Report Rate CLEC MSA • Maintenance Trbl Report Rate CLEC MSA • Missed Repair Appointments CLEC MSA • Out of Service > 24 Hrs CLEC MSA • % Prov. Trouble w/i 30 Days Trk MSA <p>The following September files contained no information.</p> <ul style="list-style-type: none"> • Held Order Intvl & Mean Trunks CLEC • OCI Non-UNE Design – Non-Dispch CLEC • OCI Non-UNE Design – Non-Dispch CLEC Reg • % Missed Installation Appts CLEC MSA • % Missed Installation Appts Trk CLEC MSA • % Prov. Trouble w/i 30 Days CLEC MSA • % Prov. Trouble w/i 30 Days Trk CLEC MSA • Avg. Completion Notice Interval CLEC MSA | |

OPEN BELL SOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|---|
| | Issue Cont. | <ul style="list-style-type: none"> • Held Order Intvl & Mean CLEC MSA • Held Order Intvl & Mean CLEC Trunks MSA • Jeopardy Intvl & % Jeopardy CLEC MSA • OCI Local Interconnection Trk CLEC MSA • OCI Non-UNE Design - Dispatch CLEC MSA • OCI Non-UNE Design - Non-Dispch CLEC MSA • OCI POTS Dispatch CLEC MSA • OCI POTS Non-Dispatch CLEC MSA • OCI UNE Dispatch CLEC MSA • OCI UNE Non-Dispatch CLEC MSA • % Repeat Trbls w/in 30 days CLEC MSA • Customer Trbl Report Rate CLEC MSA • Maintenance Trbl Report Rate CLEC MSA • Missed Repair Appointments CLEC MSA • Out of Service > 24 Hrs CLEC MSA • Held Order Intvl & Mean Trunks MSA <p>The following October files contained no information.</p> <ul style="list-style-type: none"> • OCI Non-UNE Design - Dispatch CLEC • OCI Non-UNE Design - Dispatch CLEC (Reg) • OCI Non-UNE Design - Non-Dispch CLEC • OCI Non-UNE Design - Non-Dispch CLEC Reg • %Prov. Trouble w/i 30 Days CLEC MSA • %Prov. Trouble w/i 30 Days Trk CLEC MSA • Avg. Completion Notice Interval CLEC MSA • Held Order Intvl & Mean CLEC Trunks MSA • Jeopardy Intvl & % Jeopardy CLEC MSA • OCI Non-UNE Design - Non-Dispch CLEC MSA • OCI POTS Dispatch CLEC MSA • OCI POTS Non-Dispatch CLEC MSA • OCI UNE Dispatch CLEC MSA • OCI UNE Non-Dispatch CLEC MSA | |
| C0077 | 08/23/99 | <p>The PMAP site has been particularly unstable at the beginning of the July reporting period. The site has often been too slow to extract any data from. Often the PMAP site has gone completely down. Some features on PMAP such as the titles of the reports appearing in the internet browser are only working sporadically.</p> | <p><u>August 23, 1999</u> - Sent letter to BellSouth stating problems encountered.</p> <p><u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent on 8/23 and stating that a response will be generated.</p> |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|--|--|
| | | | <p><u>September 17, 1999</u> – Letter received from BellSouth, no mention of the issue.</p> <p><u>September 28, 1999</u> – Met with BST. BST stated that the PMAP site stabilizes a few days after the reports have been posted.</p> <p><u>October 28, 1999</u> – Met with BST. Discussed with BST the instability of the PMAP site.</p> |
| C0078 | 11/29/99 | <p>BellSouth claims to have its raw data posted in a timely and accurate manner, but it is not.</p> <p>September raw data was initially posted as October raw data on November 29, 1999. October raw data was eventually posted, but not all files were posted. Some files have not been retrieved.</p> <p>February 15th, the January raw data cannot be accessed. The message <i>Database Problem detected</i> appears when a raw data file trying to be downloaded.</p> | <p><u>November 29, 1999</u> – Met with BST. Discussed with Brian. Brian had already notified Debbie Gardner.</p> <p><u>December 1999</u> – Talked to Brian, assured AT&T that files are being accessed and will be sent over to AT&T.</p> |
| C0079 | 11/99 | <p>BellSouth has added and deleted raw data files without notification or explanation.</p> <p>New Files:</p> <ul style="list-style-type: none"> Provisioning: Average Completion Notice Interval Provisioning: Jeopardy Notice Interval <p>Deleted Files:</p> <ul style="list-style-type: none"> Provisioning: Trouble Within 30 Days Provisioning – Non-Trunk Provisioning: Trouble Within 30 Days Provisioning – Trunk | |
| C0080 | 9/28/99 | <p>Percent Provisioning Troubles Within 30 Days: Total Percentage is calculated incorrectly. BellSouth adds the "Percentage for Dispatch" to the "Percentage for Non-Dispatch" to obtain the Total Percentage. BellSouth source for the calculation is the percentage results. BellSouth should use the volume of troubles and the volume of orders for both Dispatch and Non-Dispatch to calculate the Total Percentage.</p> | <p><u>September 28, 1999</u> – Met with BST. Described to BST the problem.</p> <p><u>October 28, 1999</u> – Met with BST. Discussed the problem with BST.</p> <p><u>November 29, 1999</u> – Letter sent to BST, addressing the problem.</p> <p><u>November 29, 1999</u> – Met with BST. Re-explained the problem.</p> |
| C0081 | 10/28/99 | <p>Average Completion Notice Interval – CLEC Aggregate:</p> <p>Data deficiency – Time segment "00-01 Hour" is populated with data (1 Order); but the "Average Interval" contains no data (0).</p> | <p><u>October 28, 1999</u> – Met with BST. Discussed the problem with BST.</p> <p><u>November 29, 1999</u> – Met with BST. BST informed AT&T that they are investigating the problem.</p> <p><u>November 29, 1999</u> – Letter sent to BST, addressing the problem.</p> |
| C0082 | 1/21/00 | <p>The AT&T FOC timeliness raw data file contains repeating data, horizontally across the page. Illustrative example:</p> | <p><u>January 21, 2000</u> – E-mail sent to BST, addressing the problem.</p> |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------|-------------|--|---|-------------|------------|-----------|-------------|--------------|--------------|--|--|--|------|-----|------|-----|-------|---|--|--|-------|--|--|--|--|--|---|
| | | <div>OCN Date Time Duration</div> <div>7421 12/1 10:00 5.62</div> <div>OCN Date Time Duration</div> <div>7421 12/1 10:00 5.62</div> | | | | | | | | | | | | | | | | | | | | | | | | | |
| C0083 | 1/21/00 | <p>The AT&T FOC timeliness raw data file lists most of the AT&T mechanized PONs as non-mechanized. The following List of PONs were sent to BellSouth over a mechanized interface, but were reported by BellSouth as non-mechanized:</p> <ul style="list-style-type: none">• A9910TUCKGA00222• A9910TUCKGA00537• A9910TUCKGA00534• A9911TUCKGA00015• A9912TUCKGA00197 | <u>January 21, 2000</u> - E-mail sent to BST, addressing the problem. | | | | | | | | | | | | | | | | | | | | | | | | |
| C0084 | 1/21/00 | The AT&T PON <i>A9910TUCKGA00550</i> is not listed in the FOC timeliness raw data file, even though AT&T shows this PON received a FOC in December. | <u>January 21, 2000</u> - E-mail sent to BST, addressing the problem. | | | | | | | | | | | | | | | | | | | | | | | | |
| C0085 | 1/21/00 | <p>The AT&T Average Completion Notice Interval raw data file does not contain AT&T ADL PONs. The following list of PONs is a sample of the orders completed by AT&T in December; and which should be included in the raw data file.</p> <ul style="list-style-type: none">• A9910TUCKGA00222• A9910TUCKGA00298• A9910TUCKGA00377• A9911TUCKGA00485• A9912TUCKGA00534• A9912TUCKGA00537• A9912TUCKGA00550 | <u>January 21, 2000</u> - E-mail sent to BST, addressing the problem. | | | | | | | | | | | | | | | | | | | | | | | | |
| C0086 | 1/21/00 | The TCG Average Completion Notice Interval raw data file contains no data. | <u>January 21, 2000</u> - E-mail sent to BST, addressing the problem. | | | | | | | | | | | | | | | | | | | | | | | | |
| C0087 | 1/21/00 | <p>The TCG FOC timeliness raw data file lists FOC duration with no dates. Illustrative example:</p> <table><tr><td>OCN</td><td>PON</td><td>FIRST_RCVD</td><td>LAST_RCVD</td><td>FOC_DATE</td></tr><tr><td>FOC_DURATION</td><td></td><td></td><td></td><td></td></tr><tr><td>7421</td><td>007</td><td></td><td></td><td>45.26</td></tr></table> <p>The TCG PON ZXSAABSABN118 illustrates this problem.</p> | OCN | PON | FIRST_RCVD | LAST_RCVD | FOC_DATE | FOC_DURATION | | | | | 7421 | 007 | | | 45.26 | <u>January 21, 2000</u> - E-mail sent to BST, addressing the problem. | | | | | | | | | |
| OCN | PON | FIRST_RCVD | LAST_RCVD | FOC_DATE | | | | | | | | | | | | | | | | | | | | | | | |
| FOC_DURATION | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7421 | 007 | | | 45.26 | | | | | | | | | | | | | | | | | | | | | | | |
| C0088 | 1/21/00 | <p>The TCG Reject Interval and Percent Reject by Interval raw data file lists reject duration with no dates. Illustrative example:</p> <table><tr><td>OCN</td><td>PON</td><td>FIRST_RCVD</td><td>LAST_RCVD</td><td>FIRST_INCLR</td><td>LAST_INCLR</td></tr><tr><td>REJ_DURATION</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>7421</td><td>007</td><td></td><td></td><td></td><td></td></tr><tr><td>45.26</td><td></td><td></td><td></td><td></td><td></td></tr></table> | OCN | PON | FIRST_RCVD | LAST_RCVD | FIRST_INCLR | LAST_INCLR | REJ_DURATION | | | | | | 7421 | 007 | | | | | 45.26 | | | | | | <u>January 21, 2000</u> - E-mail sent to BST, addressing the problem. |
| OCN | PON | FIRST_RCVD | LAST_RCVD | FIRST_INCLR | LAST_INCLR | | | | | | | | | | | | | | | | | | | | | | |
| REJ_DURATION | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7421 | 007 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 45.26 | | | | | | | | | | | | | | | | | | | | | | | | | | | |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|---|
| | | The TCG PON ZXSAbsABN118 illustrates this problem. | |
| C0089 | 1/21/00 | The collocation report for November and December do not contain data for the entire month. Both months only contain data through the 21st. | January 21, 2000 - E-mail sent to BST, addressing the problem. |
| C0090 | 1/21/00 | The LNP reports for November and December are missing non-mechanized data. | January 21, 2000 - E-mail sent to BST, addressing the problem. |
| C0091 | 1/21/00 | The November file 7421_LNP_PCT_Reject_Interval_Service_Requests_Fully_Mech.txt contains in the region section 3 entries in the 0-4 minute interval but contains an average interval of 0. | January 21, 2000 - E-mail sent to BST, addressing the problem. |
| C0092 | 1/21/00 | The November files 7421_Firm_Order_Confirmation_Fully_Mechanized.txt and LNP_Firm_Order_Confirmation_Fully_Mechanized_111999.txt both contain entries in the interval portion of the region section, but contain a average of zero. | January 21, 2000 - E-mail sent to BST, addressing the problem. |
| C0093 | 1/21/00 | The LNP Percent Missed Installation Appointments files do not distinguish its data for less than ten circuits and greater than ten circuits. The other Percent Missed Installation Appointments files on PMAP do make this distinction. | January 21, 2000 - E-mail sent to BST, addressing the problem. |
| C0094 | 1/21/00 | The October file %Reject_Svc_Request_Non-Mech_CLEC (Reg) contains one reject but no LSRs for the 7421 UNE Loop w/ NP service category. | January 21, 2000 - E-mail sent to BST, addressing the problem. |
| C0095 | 2/14/00 | BST's Firm Order Confirmation (FOC) and Reject Raw Data files contain no records for Mechanized data. Some of the records that BST lists as Non-Mechanized are actually Mechanized. December, 1999 PONs are listed as an example: A9910TUCKGA00222 A9910TUCKGA00537 A9911TUCKGA00015 A9911TUCKGA00284 A9911TUCKGA00382 A9911TUCKGA00241 A9912TUCKGA00002 A9912TUCKGA00003 A9912TUCKGA00006 A9912TUCKGA00011 A9912TUCKGA00026 A9912TUCKGA00033 A9912TUCKGA00088 A9912TUCKGA00094 A9912TUCKGA00106 A9912TUCKGA00107 A9912TUCKGA00127 A9912TUCKGA00160 A9912TUCKGA00162 A9912TUCKGA00169 A9912TUCKGA00177 A9912TUCKGA00186 A9912TUCKGA00197 A9912TUCKGA00198 A9912TUCKGA00224 A9912TUCKGA00235 A9912TUCKGA00236 A9912TUCKGA00262 A9912TUCKGA00290 A9912TUCKGA00293 A9912TUCKGA00313 | February 14, 2000 - Notified BST via e-mail of the problem. Plan to discuss with BST further at meeting on 2/17/00. |
| C0096 | 2/14/00 | BST's FOC Raw Data File reveals that FOCs were distributed to AT&T after the completion date. December, 1999 PONs are listed as an example: A9910TUCKGA00537 A9912TUCKGA00160 | February 14, 2000 - Notified BST via e-mail of the problem. Plan to discuss with BST further at meeting on 2/17/00. |
| C0097 | 2/14/00 | BST's Reject Raw Data file reveals that BST indiscriminately uses the fields FIRST_RCVD and FIRST_INCLR to calculate the reject interval. This action results in BST using a previous PON version as the sent time along with the current reject version. The reject interval becomes disproportionately large. December, 1999 PONs are listed as an example: A9912TUCKGA00063 A9912TUCKGA00160 | February 14, 2000 - Notified BST via e-mail of the problem. Plan to discuss with BST further at meeting on 2/17/00. |

OPEN BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|--|
| C0098 | 2/14/00 | BST's December FOC Raw Data file incorrectly lists the PON A9911TUCKGA00241 as A9911TUCKGA241. | <u>February 14, 2000</u> - Notified BST via e-mail of the problem. Plan to discuss with BST further at meeting on 2/17/00. |
| C0099 | 2/14/00 | BST's December Reject Raw Data file lists the PON A9912TUCKGA00204 as having a version number as zero even though it shows two distinctly different dates in the <i>FIRST_RCVD</i> and <i>LAST_RCVD</i> columns. AT&T does not believe this is consistent with BellSouth's ordering guidelines. At least two versions should be indicated in BST's records, or the <i>FIRST_RCVD</i> and <i>LAST_RCVD</i> dates and times should match. | <u>February 14, 2000</u> - Notified BST via e-mail of the problem. Plan to discuss with BST further at meeting on 2/17/00. |
| | | | |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|--|--|
| C0001 | 08/13/98 | BST Performance Web Site - Availability. The web site availability is unreliable. Access is denied for part or all day. | CLOSED - <u>December 16, 1998</u> ; BellSouth is responsive to telephone calls and acknowledges that the site is down. When site is unavailable, call the system administrator immediately. AT&T Web Server could be the source of the trouble. <u>February 5, 1999</u> - BST records for the WebServer indicated the following unplanned outages: 12-22 & 85 min. & 137 min.; 12-29 4 min. Note: this list does not include planned outages. <u>October 9, 1998</u> - AT&T/BST Web Site Meeting. Raised issues in the meeting. <u>December 16, 1998</u> - Data Retrieval. Reliability seems to have improved over the past two months. <u>August 13, 1998</u> - Data Retrieval: The web site availability is unreliable. Access is denied for part or all day. The web site was not available for part or all of the day on the following dates: August 13, 14, 17, 18, 21, 25, 26 and October 5, 1998. |
| C0002 | 10/09/98 | BST Performance Web Site - Raw Data Files Date & Time Stamp Format. Elapsed time value exists in date & time stamp fields of raw data files. | CLOSED - <u>December 21, 1998</u> ; AT&T confirmed that formatting was incorrect. <u>December 07, 1998</u> - Letter from Jan Burriss (BST) to Pam Nelson (AT&T). "AT&T imported the raw data file into an EXCEL spreadsheet with inaccurate formatting (AT&T failed to display the EXCEL cells for this column in the proper date/time format) of the cells which caused the Time Stamp data to display incorrectly." <u>October 9, 1998</u> - AT&T/BST Web Site Meeting. Elapsed time value exists in date and time stamp fields of raw data files. |
| C0003 | 10/09/98 | BST Performance Web Site - Insufficient Navigation Instructions. BST cannot demonstrate that the web based raw data is sufficient to reconstruct the web based AT&T reports. | CLOSED - <u>February 4, 1999</u> ; BST hosted a Raw Data Tutorial on 12/21/1998 and recreated the Order Completion Interval Report for AT&T using the measurement methodology set forth in the SQM. <u>December 07, 1998</u> - Letter from Jan Burriss (BST) to Pam Nelson (AT&T) "the information is the same as that stored in the Data Warehouse for AT&T and this data is sufficient to duplicate the BST Service Quality Measurement (SQM) reports posted to the web site." <u>November 6, 1998</u> - Deposition of Phil Porter (BST) pg. 66; <u>October 9 1998</u> - AT&T/BST Web Site |

CLOSED BELL SOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|---|
| | | | Meeting. BST cannot demonstrate that the web based raw data is sufficient to reconstruct the web based AT&T reports. |
| C0004 | 10/09/98 | BST Performance Web Site - Report/Raw Data Mapping Instructions. Instructions do not exist which map the raw data files data elements to reports. | CLOSED - <u>January 12, 1999</u> ; BST provided a Report/Raw Data Matrix to AT&T on 01-12-99. The matrix maps the raw data files to the reports. <u>November 06, 1998</u> - Deposition of Phi Porter (BST) pg. 62-74; <u>October 09, 1998</u> - AT&T/BST Web Site Meeting. Instructions do not exist which map the raw data files data elements to reports. |
| C0005 | 10/09/98 | BST Performance Web Site - Raw Data Files Missing Data. Missing data values (PONs) in raw data files. | CLOSED - <u>February 4, 1999</u> ; BST includes all records in its raw data files, including its own record orders. PONs are not applicable to BST generated record orders. <u>October 09, 1998</u> - AT&T/BST Web Site Meeting. Missing data values in raw data files. |
| C0006 | 10/09/98 | BST Performance Web Site - Access and Local Records Co-mingled. Access Records co-mingled with Local Records. | CLOSED - <u>February 4, 1999</u> ; Due to the nature in which AT&T is ordering interoffice trunking, these records contain the appropriate data. <u>October 09, 1998</u> - AT&T/BST Web Site Meeting. Access Records co-mingled with Local Records. |
| C0007 | 10/09/98 | BST Performance Web Site - Password Change Effective Date. The password required to access the CLEC Specific reports is automatically changed on a 60 day cycle. The newly generated password is not activated on the same date as the expiration date of the old password. Therefore, at least one day of web site availability is lost. | CLOSED - <u>February 4, 1999</u> ; BST resolved this issue. Password now is in effect, immediately. <u>October 09, 1998</u> - AT&T/BST Web Site Meeting. The password required to access the CLEC Specific reports is automatically changed on a 60 day cycle. The newly generated password is not activated on the same date as the expiration date of the old password. Therefore, at least one day of web site availability is lost. |
| C0008 | 10/09/98 | BST Performance Web Site - Raw Data Files Duplicate PONs. Duplicate Purchase Order Numbers (PONs) in at least four raw data files. | CLOSED - <u>July 21, 1998</u> ; Issue is resolved and AT&T has monitored for several months. <u>October 9, 1998</u> - AT&T/BST Web Site Meeting. Duplicate Purchase Order Numbers (PONs) in at least four raw data files. August Data: Raw Data File 04: End User, Raw Data File 34: Ordering-ASR (Seg 1), Raw Data File 36: Ordering-Error (LEO), & Raw Data File 37: Ordering-Error Reject (LEO). <u>February 4, 1999</u> - PONs submitted by a CLEC could generate more than one LSR or service order in BST's systems. This depends upon what type of service is being requested by the |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|--|--|
| | | | CLEC. <u>March 18, 1999</u> - BST's Position: PONs submitted by a CLEC could generate more than one LSR or service order. This depends upon what type of service is being requested by the CLEC. AT&T's Position: PONs are not associated to LSRs in the files that prompted this issue. |
| C0009 | 10/09/98 | BST Performance Web Site - Raw Data Trunk Group Circuit IDs. Individual circuits cannot be identified within Trunk Group - Maintenance Circuit History. | CLOSED - <u>February 4, 1999</u> ; The CKT_Id Field provides a unique identifier for each circuit within each trunk group. "CKT_ID" is the fourth field in the raw data: maintenance_designed_circuit file. <u>October 09, 1998</u> - AT&T/BST Web Site Meeting. Individual circuits cannot be identified within Trunk Group - Maintenance Circuit History. August Data: Raw Data File 06: Maintenance - Designed - Circuit History. |
| C0010 | 10/09/98 | BST Performance Web Site - Raw Data Files (Error & Error Reject). No differentiation in order universe between Ordering - Error (LEO) and Ordering - Error Reject (LEO). | CLOSED - <u>February 4, 1999</u> ; Ordering_Error file contains ordering information. Ordering_Error Reject file, contains reject information. Please refer to the Raw Data Matrix. <u>October 09, 1998</u> - AT&T/BST Web Site Meeting. No differentiation in order universe between Ordering - Error (LEO) and Ordering - Error Reject (LEO). August Data: Raw Data File 36: Ordering - Error (LEO) and Raw Data File 37: Ordering - Error Reject (LEO). |
| C0011 | 10/09/98 | BST Performance Web Site - Raw Data Schema Definition Deficiency. Ordering - Error Reject (LEO): "severity_level" not defined. | CLOSED - <u>February 4, 1999</u> ; BST updated the Raw Data Glossary Section to include this information. <u>October 09, 1998</u> - AT&T/BST Web Site Meeting. Ordering - Error Reject (LEO): "severity_level" not defined: Clarification, Error, Reject. August Data: Raw Data File 37: Ordering - Error Reject (LEO). |
| C0012 | 10/09/98 | BST Performance Web Site - Raw Data Schema Definition Deficiency. Ordering - LSR Audit Reject: "notes_type" not defined. | CLOSED - <u>July 21, 1999</u> -; User Guide Developed and Published. <u>October 9, 1998</u> - AT&T/BST Web Site Meeting. Ordering - LSR Audit Reject: "notes_type" not defined. August Data: Raw Data File 39: Ordering - LSR Audit Reject. <u>January 26, 1999</u> - BST/AT&T have agreed to develop in the next 60 days a user guide expanding the definitions. <u>March 18, 1999</u> - AT&T received a draft copy of the user guide. <u>April 22, 1999</u> - Initial analysis is nearly complete. |
| C0013 | 10/09/98 | BST Performance Web Site - Raw Data Files Date & Time Stamp Format. Ordering | CLOSED - <u>December 21, 1998</u> ; AT&T confirmed that |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|---|
| | | <p>- LSR Audit Reject: "notes_ts" contains elapsed time, but does not contain time stamp. Ordering - Mechanized LSR: "create_timestamp" contains elapsed time, but does not contain time stamp.</p> | <p>formatting was incorrect. <u>December 16, 1998</u> - Data Retrieval. Raw data file is CGI format on the BST web site. When imported to Microsoft Excel, the format must be changed. If the application extension is changed to HTML, the time stamp appears in its original format and is a time stamp, not an elapsed time. <u>October 9, 1998</u> - AT&T/BST Web Site Meeting. Ordering - LSR Audit Reject: "notes_ts" contains elapsed time, but does not contain time stamp. Ordering - Mechanized LSR: "create_timestamp" contains elapsed time, but does not contain time stamp. August Data: Raw Data File 39: Ordering - LSR Audit Reject & Raw Data File 40: Ordering Mechanized LSR.</p> |
| C0014 | 10/09/98 | <p>BST Performance Web Site - Raw Data Schema Definition Deficiency. Ordering - Mechanized LSR Reject: Ordering - Non Mechanized "reqtype." Definition states "and the status of the request." Where is the status?</p> | <p>CLOSED - <u>July 21, 1999</u>; User Guide Developed and Published. <u>October 9, 1998</u> - AT&T/BST Web Site Meeting. Ordering - Mechanized LSR Reject: Ordering - Non Mechanized. "reqtype" definition states "and the status of the request." Where is the status? <u>January 26, 1999</u> - BST/AT&T have agreed to develop in the next 60 days a user guide expanding the definitions. <u>March 18, 1999</u> - AT&T received a draft copy of the user guide.</p> |
| C0015 | 10/09/98 | <p>BST Performance Web Site - Non-Mechanized VS Mechanized PONs. Provisioning - Service Order (LCSC): The universe of Purchase Order Numbers (PONs) cannot be distinguished between: Non-Mechanized; Partially Mechanized; & Mechanized</p> | <p>CLOSED - <u>February 4, 1999</u>; Provisioning orders are not separated between mechanized and non-mechanized. They are separated by dispatch and non-dispatch. Also, BST no longer has the category partially mechanized. <u>October 09, 1998</u> - AT&T/BST Web Site Meeting. Provisioning - Service Order (LCSC): The universe of Purchase Order Numbers (PONs) cannot be distinguished between: Non-Mechanized, Partially Mechanized & Mechanized.</p> |
| C0016 | 10/09/98 | <p>BST Performance Web Site - Raw Data Schema Definition Deficiency. Provisioning - Service Order (LCSC): Clarification is needed for: "application_date"</p> | <p>CLOSED - <u>February 4, 1999</u>; BST updated the definition in the Web Based Reports Glossary. application_date, Date the customer requested the order, issue_date, Date on which the order was entered into the system. <u>October 09, 1998</u> - AT&T/BST Web Site Meeting. Provisioning - Service Order (LCSC): Clarification is needed for: "application_date" & "Issue_date."</p> |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|---|
| C0017 | 10/09/98 | BST Performance Web Site - Raw Data Schema Definition Deficiency. Ordering - Mechanized LSR: "signout_cuid" - what is the significance of this field? | CLOSED - <u>February 4, 1999</u> ; BST updated the definition section of the Web Based Reports. This field provides a unique identifier for the BST Service Representative or mechanized system responsible for processing the request. <u>October 09, 1998</u> - AT&T/BST Web Site Meeting. Ordering - Mechanized LSR: "signout_cuid" - what is the significance of this field? |
| C0018 | 10/09/98 | BST Performance Web Site - Reports & Raw Data Availability. Data for only one previous period is available on the web site at any given time. | CLOSED - <u>February 4, 1999</u> ; BST advises all users of the Web Based Reports in the user instructions that only one month's worth of data would be present. It will be each customer's responsibility to retain previous month's data. <u>October 16, 1998</u> - Data Retrieval. Data for only one previous period is available on the web site at any given time. |
| C0019 | 10/16/98 | BST Performance Web Site - Schema Change Notice. Schema column order changes from month to month without notice. | CLOSED - <u>February 4, 1999</u> ; BST periodically changes information in the Web Based Reports. BST added a change notice section to the web to notify users. The section is entitled, "Monthly Site Update Log". <u>October 16, 1998</u> - Data Retrieval. Schema column order changes from month to month without notice. Raw Data File: Customer. August & September Data: Automatic Downloading and Formatting coding must be changed each month which is non productive and expensive. |
| C0020 | 10/16/98 | BST Performance Web Site - Unknown Reporting Period. The reporting period is not identified. The data files must be opened to distinguish the reporting period. | CLOSED - <u>February 4, 1999</u> ; BST agrees to include this information in PMAP. <u>October 16, 1998</u> - Data Retrieval. The reporting period is not identified. The data files must be opened to distinguish the reporting period. |
| C0021A | 10/16/98 | BST Performance Web Site - Raw Data File types are not consistent. Four different file formats exist: Text, HTML, CGI, Microsoft Excel. Each file format carries its own peculiar brand of problems. Text Formatted Files: Online viewing - OK; Downloading - No option to download; must be saved. Formatting is lost. Data "wraps around" to the next line. Files are not readable and cannot be used without reformatting. Text file format is preferred only second to the Microsoft Excel file format. | CLOSED - <u>February 4, 1999</u> ; Data is extracted from different sources resulting in data being stored in different formats. BST's new PMAP uses the Microsoft Excel Spreadsheet format. <u>October 16, 1998</u> - Numerical information - what prevents BellSouth from presenting files in Microsoft Excel format? |
| C0021B | 10/16/98 | BST Performance Web Site - Raw Data File types are not consistent. Four different file formats exist: Text, HTML, CGI, Microsoft Excel. Each file format carries its own peculiar brand of problems. HTML Formatted Files: Online viewing - OK; Downloading - No option to download; must be saved. Formatting is lost. Data "wraps | CLOSED - <u>February 4, 1999</u> ; Data is extracted from different sources resulting in data being stored in different formats. BST's new PMAP uses the Microsoft Excel Spreadsheet format. <u>October 16, 1998</u> - |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|---|
| | | around" to the next line. Files are not readable and cannot be used without reformatting. | Numerical information - what prevents BellSouth from presenting text files in Microsoft Excel format? |
| C0021C | 10/16/98 | BST Performance Web Site - Raw Data File types are not consistent. Four different file formats exist: Text, HTML, CGI, Microsoft Excel. Each file format carries its own peculiar brand of problems. CGI Formatted Files: Online viewing - OK; Downloading - No option to download; must be saved. Formatting is lost. Data "wraps around" to the next line. CGI format can only be viewed through web browser. Files are not readable and cannot be used without reformatting after being saved to the CLECs storage device. | CLOSED - <u>February 4, 1999</u> ; Data is extracted from different sources resulting in data being stored in different formats. BST's new PMAP uses the Microsoft Excel Spreadsheet format. <u>October 16, 1998</u> - Numerical information - what prevents BellSouth from presenting text files in Microsoft Excel format? |
| C0021D | 10/16/98 | BST Performance Web Site - Raw Data File types are not consistent. Four different file formats exist: Text, HTML, CGI, Microsoft Excel. Each file format carries its own peculiar brand of problems. Microsoft Excel Formatted Files: Online viewing - Headings are obscured. Downloading - Option to download. Formatting is accurate. <i>The Microsoft Excel file format is preferred for all files.</i> | CLOSED - <u>February 4, 1999</u> ; Data is extracted from different sources resulting in data being stored in different formats. BST's new PMAP uses the Microsoft Excel Spreadsheet format. <u>October 16, 1998</u> - Numerical information - what prevents BellSouth from presenting text files in Microsoft Excel format? |
| C0022 | 10/16/98 | BST Performance Web Site - Coordinated Cutover Report. Ordering - Mechanized LSR raw data file: "create_timestamp" contains date and time stamp for the LSR create date and time. "completion_date" contains date for LSR completion only. A completion time of day does not exist. How can "On-Time Provisioning" be calculated for coordinated cut-overs? | CLOSED - <u>February 4, 1999</u> ; BST does not use the Ordering Mechanized LSR Raw Data File to compute the Coordinated Cut Over Report. This is a manual report and its raw data is not stored in the Data Warehouse. <u>December 16, 1998</u> - Data Retrieval. Ordering - Mechanized LSR raw data file: "create_timestamp" contains date and time stamp for the LSR create date and time. "completion_date" contains date for LSR completion only. A completion time of day does not exist. How can "On-Time Provisioning" be calculated for coordinated cut-overs? |
| C0023 | 12/16/98 | BST Performance Web Site - Test Orders Excluded From Reports. Test orders are excluded from BellSouth's reports without concurrence from AT&T. Test orders should be included and reported as production results. | CLOSED - <u>July 21, 1999</u> ; BellSouth has discontinued inclusion of test orders. Test Orders which were included were primarily UNE-P. <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: BellSouth uses the inclusions and exclusions as outlined in the SQM Guidelines. AT&T's Position: The exclusions do not specify test orders. |
| C0024 | 12/21/98 | BST Performance Web Site - Report Files All Have The Same Exact Name. File names are the same for all CLEC Specific "Performance Report" files (index.cgi). CGI format | CLOSED - <u>July 21, 1999</u> ; <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: With the implementation of the new BellSouth Performance Measurements Processor, the file format will change. <u>April 15, 1999</u> - BST implemented PMAP, Analysis is beginning. |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|--|
| C0025 | 01/05/99 | BST Performance Web Site - Raw Data Files All Have The Same Exact Name. File names are the same for all CLEC Specific "Raw Data" files (index.). HTML format | CLOSED - <u>July 21, 1999</u> ; Changed with the implementation of PMAP. <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST Position: PMAP will allow you to individually save each raw data file. AT&T Position: The current system allows each raw data file to be saved. BST's response does not address the issue. <u>April 15, 1999</u> - BST implemented PMAP. Analysis is beginning. |
| C0028 | 01/05/99 | BST Performance Web Site - Like Reports; Different Format. Format is different for CLEC Specific reports versus CLEC Aggregate reports of the same type. i.e. "Regional Reports" do not provide the report universe (volumes). Only a percentage is provided. I.e. "Firm Order Confirmation - Non Mechanized" - "Regional Reports" section. | CLOSED - <u>July 21, 1999</u> ; <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: For aggregate reports, BellSouth will only provide percentages. Providing state specific volumes could reveal CLEC specific activity. AT&T's Position: BellSouth should provide a Regional Volume. |
| C0030 | 01/05/99 | BST Performance SQM Plan - "Excluded Situations" Requires Clarification. "Provisioning - Average Completion Interval & Order Completion Interval Distribution - Resale Dispatch and Resale Non Dispatch report" The Service Quality Measurement plan "Excluded Situations:" does not reflect ALL of the record types that BST excludes from the report. | CLOSED - <u>July 21, 1999</u> ; User Guide Developed and Published. <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: BellSouth will continue refining the SQM Guidelines, as additional information becomes available. AT&T's Position: All record types need to be identified and included for the "Excluded Situations" section of BST's SQM Plan. <u>April 22, 1999</u> - Initial analysis is nearly complete. |
| C0031 | 01/21/99 | BST Performance Web Site - Raw Data Schema Definition Deficiency. "Raw Data: Provisioning - Service Order (LCSC)" schema does not define the value of "C" in the "general_class_svc" column. Record may be invalid record. | CLOSED - <u>July 21, 1999</u> ; User Guide Developed and Published. <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: This definition will be included in the comprehensive Users Guide. <u>April 22, 1999</u> - Initial analysis is nearly complete. |
| C0032 | 01/21/99 | BST Performance Web Site - Raw Data Schema Definition Deficiency. "Raw Data: Provisioning - Service Order (LCSC)" schema does not define the value of "L" and "M" in the "appt_code" column. Record may be invalid record. | CLOSED - <u>July 21, 1999</u> ; User Guide Developed and Published. <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: This definition will be included in the comprehensive Users Guide. <u>April 22, 1999</u> - Initial analysis is nearly complete. |
| C0033 | 01/21/99 | BST Performance Web Site - Raw Data Schema Definition Deficiency. "Raw Data: Provisioning - Service Order (LCSC)" invalid "man_codes" of 2Y001, R8000, and S2RRO. | CLOSED - <u>July 21, 1999</u> ; <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: These MAN codes were established for testing purposes. This process has now been changed so the codes should no longer appear in AT&T's raw data. |
| C0034 | 01/21/99 | BST Performance Web Site - Raw Data Files Date & Time Stamp Format. "Raw Data: Provisioning - Service Order (LCSC)" all time stamps reflect a time of 12:00 AM. | CLOSED - <u>July 21, 1999</u> ; <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|--|
| | | | Position: Some columns are date and time stamps; others are only dates or time stamps. This file contains a column which is date specific with no time stamp. |
| C0035 | 01/21/99 | BST Performance Web Site - Raw Data File; Inaccurate Data. "Raw Data: Provisioning - Service Order (LCSC)" raw data file includes invalid data in the "acna" column. ATX is AT&T's Access Carrier Name Abbreviation (ACNA). MCI and NVE records are commingled with AT&T records in the November 1998 raw data file. | CLOSED - <u>July 21, 1999</u> ; <u>February 4, 1999</u> - Presented issue to BST <u>March 18, 1999</u> - BST's Position: This problem was corrected on the current system in January, 1999. Also, this situation will not occur in PMAP. |
| C0036 | 01/22/99 | BST Performance Web Site - Raw Data Schema Definition Deficiency. "Raw Data: Circuit/State Cross-Reference" schema does not specify the company for "mco - Maintenance Control Office unique identifier" The data seems to reflect the mco of BellSouth. | CLOSED - <u>July 21, 1999</u> ; Resolved in PMAP. <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: The MCO reflected in the BellSouth raw data is BellSouth's control office. |
| C0037 | 01/22/99 | BST Performance Web Site - Raw Data Schema Definition Deficiency. "Raw Data: Provisioning Designed" schema does not specify the company for "mco - Maintenance Control Office unique identifier" The data seems to reflect the mco of the CLEC. | CLOSED - <u>July 21, 1999</u> ; Resolved in PMAP. <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: The MCO reflected in the BellSouth raw data is BellSouth's control office. |
| C0038 | 01/22/99 | BST Performance Web Site - Raw Data Schema Definition Deficiency. "Raw Data: Provisioning Designed" schema does not define "stat - Order Status." Values in the raw data file which may not be all inclusive are "HI, IE, IK, IX, & PC." | CLOSED - <u>July 21, 1999</u> ; Resolved in PMAP. <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: This definition will be included in the comprehensive User's Guide. <u>April 22, 1999</u> - Initial analysis is nearly complete. |
| C0039 | 01/22/99 | BST Performance Web Site - Guidelines For Report Exclusions. Written guidelines do not exist describing the process and sequence of excluding records from the raw data to recreate reports. | CLOSED - <u>July 21, 1999</u> ; User Guide Developed and Published. <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: The new User's Guide will provide a section on recreating reports using the raw data. <u>April 22, 1999</u> - Initial analysis is nearly complete. |
| C0041 | 01/22/99 | BST Performance Web Site - New Reports and Raw Data System. BellSouth is changing system hardware and software for its "data warehouse." System is scheduled for implementation in March, 1999. Will CLECs have to change existing coding to accommodate new BST file formats? | CLOSED - <u>July 21, 1999</u> ; <u>February 4, 1999</u> - Presented issue to BST. <u>March 18, 1999</u> - BST's Position: Yes. Presented issue to BST. <u>March 18, 1999</u> - BST's Position: Yes. |
| C0042 | 05/17/99 | AT&T and TCG performance results mirror the CLEC Aggregate reports. The CLEC Aggregate reports do not contain any results other than AT&T and TCG. April Reports affected: <ul style="list-style-type: none"> • Percent Reject Service Requests - Mechanized • Percent Reject Service Requests - Non-Mechanized • FOC Timeliness - Fully-Mechanized • FOC Timeliness - Partially-Mechanized | <u>May 28, 1999</u> - Met with BellSouth. <u>June 1, 1999</u> - Letter sent reviewing meeting notes. <u>June 3, 1999</u> - BST called, stating that they had discovered this issue. <u>June 4, 1999</u> - sent e-mail to BellSouth asking for date of resolution. <u>June, 1999</u> - correct data posted on PMAP. |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|--|
| | Issue Cont. | <ul style="list-style-type: none"> • FOC Timeliness – Non-Mechanized • Reject Interval – Mechanized • Reject Interval – Non-Mechanized • Held Order Interval & Mean • OCI Non-UNE Design – Dispatch • OCI POTS Non-Dispatch • OCI UNE Dispatch • OCI UNE Non-Dispatch • Percent Troubles Within 30 Days • Percent Troubles Within 30 Days – Sum • Customer Trouble Report Rate • Customer Trouble Report Rate – Sum • Maintenance Average Duration | CLOSED |
| C0043 | 05/19/99 | Percent Reject Service Reports for April: The denominator is the sum of the total volumes from each service type. This error inaccurately lowers the percentage error. $\% = x_a / y_a$ $\neq x_a / (y_a + y_b + y_c + y_d)$ | June 15, 1999 - Service Specific Percentages added for May reports. BST Resolved. CLOSED. |
| C0044 | 05/19/99 | Percentages for the April reports are shown as decimals but reported as percent. (.5% instead of 50%). | June 15, 1999 - BST claims the problem occurs when the file is exported from the PMAP. BST states that the user can redefine the numbers to display as a percentage once the file is downloaded. CLOSED |
| C0045 | 05/19/99 | Data inconsistent. The Interval 26-30 Days Column contains one item and no other column contains any data. The Average Interval column is 32.0 Days. April Reports affected: <ul style="list-style-type: none"> • OCI Non-UNE Design – Dispatch CLEC • OCI Non-UNE Design – Dispatch CLEC (Region) • OCI Non-UNE Design – Dispatch SQM • OCI Non-UNE Design – Dispatch SQM (Region) | One time occurrence, average is right and the interval is wrong. CLOSED |
| C0046 | 05/19/99 | Data inconsistent. The UNE Non-Design service type contains no entries under the >30 Days column but the Average Interval is 43.67 Days. April Reports affected: <ul style="list-style-type: none"> • OCI UNE Dispatch CLEC • OCI UNE Dispatch CLEC (Region) Unable to determine if this miscalculation would affect the following reports: <ul style="list-style-type: none"> • OCI UNE Dispatch SQM • OCI UNE Dispatch SQM (Region) | One time occurrence, average is right and the interval is wrong. CLOSED |
| C0047 | 05/19/99 | April Data inconsistent. For the AT&T OCN 7421 Residence Non-Dispatch the numbers do not match. The Hours are listed as 429.748, the Count is listed as 33 and, the Avg.Dur | One time occurrence. BST acknowledged mistake. CLOSED |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|---|
| | | is listed as 13.42963. The third number cannot be generated from the other two (a/b#c, c*b#a ...). | |
| C0048 | 05/19/99 | April Missed Repair Appointments CLEC R&B Region contains incorrect data. This report mirrors April Maintenance Average Duration CLEC (R&B) Region. | One time occurrence. CLOSED |
| C0049 | 05/19/99 | SQM - Out of Service > 24 Hrs (April) error message received. Error Message: Error Executing Job With DSS Server. Please Notify Administrator [Oracle] [ODBC Oracle Driver] [Oracle OCI] ORA - 00904 invalid Column Name | One time occurrence. CLOSED |
| C0050 | 05/19/99 | Miscellaneous Aggregate Reports - AGG_Coordinated_Customer_Conversions.txt (April) error message received. Error Message: Error Occurred While Processing Request. Error Diagnostic Information. An error occurred while attempting to open this file. Windows NT error number 2 occurred. | One time occurrence. CLOSED |
| C0051 | 05/19/99 | Miscellaneous Aggregate Reports - BST_Prov_Trouble_w_in_30_Days_Design.html (April) error message received. Error Message: You do not have access to this file | One time occurrence. CLOSED |
| C0052 | 06/04/99 | Percent Reject Requests - Mechanized (Region) for April is missing data. Reject Count Other = 138, LSR Count Other is missing. How can there be rejects without an LSR? | <u>June 4, 1999</u> - sent e-mail to BellSouth BST claims that all of the rejects are fatal rejects. CLOSED |
| C0053 | 06/11/99 | Report names not retained after downloading. | <u>June 11, 1999</u> - e-mail sent. BST stated that PMAP does not have the ability to save the title of files exported from PMAP. CLOSED |
| C0054 | 06/29/99 | Data inconsistent. The May Percent Reject Service Request Fully Mechanized CLEC report contains 58 rejects and only 6 LSRs for the Region - AT&T - 7421 - Other category. | <u>June 29, 1999</u> - met with BellSouth. <u>July 1, 1999</u> - e-mailed BellSouth. BST said that the rejects are fatal rejects. CLOSED |
| C0055 | 06/29/99 | Data inconsistent. The May Percent Reject Service Request Total Mechanized CLEC report contains 58 rejects and only 6 LSRs for the Region - AT&T - 7421 - Other category. In addition the State - AT&T - 7421 - Other category of the similar state report contains no information in the reject count field but, has 6 LSRs. | <u>June 29, 1999</u> - BST stated that only the region report shows fatal rejects, the state report shows rejects but not fatal rejects. CLOSED |
| C0056 | 06/19/99 | State and region May files were swapped for: | One time occurrence. BST acknowledged mistake. |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|---|
| | | <ul style="list-style-type: none"> Percent Reject Service Request Partially Mechanized CLEC Percent Reject Service Request Partially Mechanized CLEC (Region) Percent Reject Service Request Partially Mechanized SQM Percent Reject Service Request Partially Mechanized SQM (Region) | CLOSED |
| C0057 | 06/19/99 | The category CLEC - Region - Other in the file Percent Reject Service Request Total Mechanized SQM lists a percent, equal to 3000%. | BST said that the rejects are fatal rejects, no LSR needed. CLOSED |
| C0058 | 06/19/99 | <p>The phrase <i>No Data Returned For This Report</i> was received when attempting to download these May reports:</p> <ul style="list-style-type: none"> FOC Timeliness Trunks CLEC Order Completion Interval Non-UNE Design - Dispatch CLEC Order Completion Interval Non-UNE Design - Non-Dispatch CLEC Order Completion Interval POTS - Dispatch CLEC | BST now generates blank reports instead of displaying this message. CLOSED |
| C0059 | 06/19/99 | The File FOC Timeliness Fully Mechanized CLEC expresses the average interval in hours but, the file FOC Timeliness Fully Mechanized SQM expresses the average interval in days. | One time occurrence. CLOSED |
| C0060 | 06/19/99 | <p>The performance results for these categories:</p> <ul style="list-style-type: none"> BST - Region - Design BST - Region - Local Interconnection Trunks CLEC - Region - Design CLEC - Region - UNE Design CLEC - Region - Local Interconnection Trunks <p>are identical in these files for April and May:</p> <ul style="list-style-type: none"> Missed Repair Appointments CLEC Out of Service > 24 Hours CLEC | BellSouth Resolved. CLOSED |
| C0061 | 06/19/99 | The category Region - TCG - 7125 - Business, in the file Customer Trouble Report Rate CLEC has a Trouble Count equal to 1 but the Line Count is missing. | BellSouth Resolved CLOSED |
| C0062 | 06/19/99 | <p>The performance results for these categories:</p> <ul style="list-style-type: none"> Region - TCG - 7125 - Business Region - TCG - 7125 - UNE Non-Design Region - TCG - 7125 - UNE Design Region - TPM - Local Interconnection Trunks <p>are identical in these files for April and May:</p> <ul style="list-style-type: none"> Missed Repair Appointments SQM Out of Service > 24 Hours SQM | BellSouth Resolved CLOSED |
| C0063 | 06/19/99 | <p>The following performance reports are missing for April and May:</p> <ul style="list-style-type: none"> Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices | BellSouth did not have data for any of the reports except Percent Provisioning Troubles Within 30 Days. |

CLOSED BELL SOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|----------------|-------------|---|---|
| | | <ul style="list-style-type: none"> Percent Provisioning Troubles Within 30 Days Coordinated Customer Conversions Average Completion Notice Interval | BellSouth provided the report to AT&T. CLOSED |
| C0064 | 06/23/99 | Raw Data files for May were late appearing on PMAP. | July 7, 1999 - email sent July 12, 1999 - e-mail received BST stated that the raw data would be delayed at least ten days from the time the reports are released. CLOSED |
| C0065 | 07/01/99 | What is the process for BellSouth to notify AT&T of changes to PMAP or the files listed on PMAP? | <u>July 1, 1999</u> - e-mail sent. <u>July 1, 1999</u> - e-mail response received CLOSED |
| C0072 | 08/23/99 | <p>The following July files do not contain any measures of UNE Loop with NP.</p> <ul style="list-style-type: none"> Held Order Intvl & Mean CLEC Held Order Intvl & Mean CLEC (Region) Held Order Intvl & Mean SQM Held Order Intvl & Mean SQM (Region) OCI UNE Non-Dispatch CLEC OCI UNE Non-Dispatch CLEC (Region) OCI UNE Dispatch CLEC OCI UNE Dispatch CLEC (Region) %Missed Installation Appmts CLEC %Missed Installation Appmts CLEC (Reg) OCI UNE Non-Dispatch SQM OCI UNE Non-Dispatch SQM (Region) OCI UNE Dispatch OCI UNE Dispatch SQM (Region) %Missed Installation Appmts SQM %Missed Installation Appmts SQM (Reg) | <p><u>August 23, 1999</u> - Sent letter to BellSouth stating problems encountered.</p> <p><u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent on 8/23 and stating that a response will be generated.</p> <p><u>September 17, 1999</u> - Letter received from BellSouth. BST is creating a new series of reports with NP for the PMAP. These reports are set for release in early fourth quarter '99, no NP reports will be generated until then.</p> <p><u>September 28, 1999</u> - Met with BST. Does BST have a firm implementation date? Brian will investigate implementation date. Does BST plan to report on back dated months in the new report format? Jim requested reporting back to July, 1999 using the new measurement. Brian will make this request internally.</p> <p><u>December 15, 1999</u> - November data contained separate files with the UNE LNP data. BST will not provide old data.</p> <p>CLOSED</p> |
| C0076 | 08/23/99 | The July <i>Held Order Intvl & % Jeopardy CLEC MSA</i> report refuses to download from the PMAP website. The July <i>Avg. Completion Notice Interval CLEC MSA</i> report gives an error when attempting to download from the PMAP website. | <p><u>August 23, 1999</u> - Sent letter to BellSouth stating problems encountered.</p> <p><u>September 10, 1999</u> - Letter received from BellSouth acknowledging letter sent on 8/23 and stating that a response will be generated.</p> <p><u>September 17, 1999</u> - Letter received from BellSouth, no mention of the issue.</p> <p>CLOSED</p> |

CLOSED BELLSOUTH WEB SITE ISSUES

| CONTROL NUMBER | DATE OPENED | ISSUE DESCRIPTION | STATUS |
|-------------------|----------------|-------------------|--------|
|-------------------|----------------|-------------------|--------|

CERTIFICATE OF SERVICE - Docket No. 8354-U

This is to certify that a copy of "AT&T's Comments on Georgia Third Party Test Developments" has been served upon the parties of record by depositing a copy of same in the U.S. Mail, postage prepaid, addressed as follows:

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This 15th day of February, 2000.



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